


# Scenario 1:

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## Laptop lost

**Tom H** raised this on Sunday 8:26 PM

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Description

Hello,

I was working from a coffee shop and went to the restroom and came back to my laptop gone. I asked the barista and they said they saw someone take it and run off.

Status

ESCALATED


Request type

Get IT help

Shared with


+ Share

### Activity

- 

Automatic response

Today 10:19 PM

Your request status has changed to Escalated.
- 

Carlos A

Today 10:38 PM

User states their company device was stolen. I have disabled & locked the device as a precautionary measure and have escalated this to my supervisor for further action.

## Demonstration of account disabling

