

Scenario 1:

Help Center / Ticketing System / TICKETS-8

Laptop lost

 Tom H raised this on Sunday 8:26 PM [Hide details](#)

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

