Scenario 1:

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.

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.

Status

ESCALATED

Request type

🎧 Get IT help

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Demonstration of account disabling