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| --- | --- |
| **Commercial Call logging Template**  **Note: All fields are mandatory to be filled** | |
| **Description** | **Details** |
| **User Name : Keerthi Ramya** |  |
| **Company Name: SVAAS Wellness Limited** |  |
| **Customer Complete Postal Address:** 6th Floor, My Home Twitza, Plot No -30/A, Survey no - 83/1, APIIC Hyderabad Knowledge City, Raidurg (Panmaqtha) Village, Serilingampally Mandal, R R District, Telangana Hyderabad |  |
| **Pin Code: 500081** |  |
| **Contact Number & Alternate Number: 8328416872** |  |
| **Email ID: keerthiramya@svaaswellness.com** |  |
| **Machine Type & Model (PC/TP) (MT-M) : Lenovo E14** |  |
| **Serial number (PC/TP) :** PG-03BE0F |  |
| **Monitor Type/SL#(If it is a monitor problem)N/A** |  |
| **Problem Details: The connected AC Adapter has a lower wattage than the recommended Ac adapter** |  |
| **Troubleshooting steps performed to identify the problem** | |
| **1** | |
| **2** | |
| **3** | |
| **4** | |
| **5** | |
| **Suspected Part (Adapter, Battery, Optical Drive (FRU & Barcode also mandatory)** | |
| **Snap/Screen Shot attached – Yes/No (Battery Power Manager Screenshot, HDD Error Snapshot mandatory)** |  |
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