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| --- | --- |
| **Commercial Call logging Template**  **Note: All fields are mandatory to be filled** | |
| **Description** | **Details** |
| **User Name : Chaitanya Sai** |  |
| **Company Name: Dr Reddys Labs CORP office** |  |
| **Customer Complete Postal Address: 8-2-337 road no:3 banjara hills beside tv9 office** |  |
| **Pin Code: 500034** |  |
| **Contact Number & Alternate Number: 9908880925** |  |
| **Email ID: chaitanyasai.e@drreddys.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: Adapter is getting overheat while connect with Laptop** |  |
| **Troubleshooting steps performed to identify the problem** | |
| **1 tried with different adapter working fine** | |
| **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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