

GSD. Return or Replace Desk Phone

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Author: {'link':

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General Information:

Possible symptoms/errors:

User needs to return or replace a desk phone device.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

If user calls regarding a desk phone device that needs to be returned or replaced assign the ticket to the FDT IT Workplace Delivery (HG) team in ServiceNow and select the "Request" category. Ask the user to provide the following information to be included in the ticket:

- phone number affected
- end user's contact number
- what user tried to resolve the issue
- problem description

Assignment Group:

FDT IT Workplace Delivery (HG)

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A