

Mobile / Cell phone - return or disposal

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Mobile / Cell phone - return or disposal

Purpose: Follow this procedure when a caller wants to return or dispose of a mobile / cell phone

Required Information:

Contact NameContact NumberClinic / Facility NumberMobile device number (MDN): (Device needing to be return)Mobile phone make: (Apple, Samsung)Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra)Carrier: (AT&T;, Verizon)Detailed Description of the issue

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document the required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Please document the following information in the Description Field:

Mobile phone make: (Apple, Samsung)Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra)Mobile device number (MDN): (Device needing to be return)Carrier: (AT&T;, Verizon)Is this a Personal Mobile Device? Yes or No

5. Please direct the caller to use the Mobile Device Returns option on the Equipment Return Form.

IT Equipment Mobile Return Request

6. Follow the Resolution process.
7. If the user needs additional assistance, please follow the escalation process.

Classification Requirements

Category

Hardware

Subcategory

End User Mobile Phone – Android or End User Mobile Phone - iPhone

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Choose the appropriate option

Resolution Category

Hardware

Resolution Subcategory

End User Mobile Phone – Android or End User Mobile Phone - iPhone

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

DTI-EUX-Unified Services Mobile Device Management – L3

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