

GSD. How to manage Freeset devices issues and requests

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General Information:

Possible symptoms/errors:

User is facing issues with Freeset devices

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

In case the user is facing any issues with Freeset devices:

1. SD agent should gather all the necessary information and assign the ticket to Ext_WW_Telephony_SLS_Capgemini team.

In case of any issues with the end user devices including Ascom, SIP, DECT System:

1. SD agent should gather all the necessary information and depending on the user's location whether it is Friedberg or Bad Homburg send the ticket to Local IT team (consult KB0016278 GSD. Work Instruction - Local IT Assignment Groups)

Assignment Group:

Ext_WW_Telephony_SLS_CapgeminiLocal IT

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A