Warranty Check for Laptop/desktop

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Title

Warranty Check for Laptop/desktop

Purpose:

Follow this procedure when a user report that …

User want to check warranty of Laptop/desktop

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process

1.

Take Service Tag of laptop/desktop.

2.

Open URL link

https://www.dell.com/support/home/en-in

3.

Enter service tag in search bar

4.

Provide Expire date of laptop/desktop to user.

Incident Classification Requirements

Category

Hardware

Subcategory

End User Windows Desktop/Laptop

Service

Resolution Process

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

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Hardware

Resolution Subcategory

End User Windows Desktop/Laptop

Resolution Service

Escalation Process

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

Escalation Group

DTI-EUX-HCL-HelpDesk-L1

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