

Remote Service Call Report

6th June 2023

Customer: Customer, TRUMPF

Technician: Gavin

Subject: SEW technician troubleshoots motor issue and customer discusses slide and Excel.

Product: F series helical gear

Product ID: 90.734770

Call Summary:

The customer contacts SEW for assistance with a broken motor. The technician asks for a fault code, and the conversation then appears to shift to the customer describing a slide they made and discussing sending something to Excel. It is unclear how this is related to the motor issue or if it is just a separate conversation.

Details:

Title: Customer Assistance for Broken Motor

Call Details:

- Customer calling for assistance with a broken motor
- SEW Hotline technician Gavin answers the call
- Gavin asks if there is a fault code
- Conversation briefly switches to discussion about video and slides
- Customer asks about starting the motor and describes the problem
- Gavin asks where the information is being sent to and customer responds with Excel
- Customer requests to copy two things.

Resolution:

The summary of the call is unclear as the conversation provided is fragmented and does not indicate a clear resolution to the customer's issue with the broken motor.