Logo

Description automatically generated

*Winter Presentation Karlsruhe*

**Remote Service Call Report** **13th March 2023**

**Technician:** C

**Customer:** K

**Subject:** Resolution of malfunctioning SEW Retro Motor in airport conveyor belt

**Product:** SEW Retro Motor

**Product ID:** SEW- FA37-DRN90l4

**Call Summary:**

This is not a transcript for an SEW Hotline Technician and a customer. It is a conversation between two people discussing a company or product that is not unique or innovative.

**Details:**

-The conversation is about a company and its approach.  
-Person 1 believes that the company is not innovative.  
-Person 2 questions if the company has any unique features.  
-Person 1 asserts that even if there are some unique features, they are not enough to distinguish the company from others in the industry.  
-Person 1 thinks that the company's strategy of fitting in with the industry will not lead to success.

**Resolution:**

As an AI language model, I don't have enough context to determine what the resolution of the call was. The transcript seems to be a casual conversation between two people and no details about an argument or issue were mentioned.

**Call Length:**

call duration goes here - function call necessary