



# F2ONSITE

BOOTS ON THE GROUND I.T. SERVICES

## Field Technician Manual

---

Dispatch reference for DFSM, ServiceNow & ticket coding

ALWAYS GET THE CURRENT VERSION AT

**[dispatchdocs.f2onsite.com](https://dispatchdocs.f2onsite.com)**

This manual is a snapshot compiled July 8, 2026. The portal is always current.

**NEED HELP? CONTACT DISPATCH**

**469-694-0303** · **[unisystem@f2onsite.com](mailto:unisystem@f2onsite.com)**

# Contents

F2OnSite Field Technician Manual



## DFSM · Dell Field Service Mobile

---

<b>DFSM User Guide</b>	<b>3</b>
The complete app manual — menus, workflows, scope & FAQ	
<b>DFSM Dos and Don'ts</b>	<b>57</b>
Quick-reference best practices	
<b>DFSM Last Mile – En Route</b>	<b>58</b>
Enabling En Route / Last Mile	
<b>DFSM Troubleshooting Steps</b>	<b>60</b>
Login and PPID capture issues	

## SERVICENOW · Mobile agent app

---

<b>ServiceNow Agent – Install, Configure &amp; Login</b>	<b>63</b>
Getting the app installed and signed in	
<b>ServiceNow Mobile FAQ – SSO Resolution</b>	<b>76</b>
Fixing the iPhone / Android login screen	

## DISPATCH REFERENCE · Ticket coding & SLAs

---

<b>POKE Scenarios</b>	<b>79</b>
Ticket-coding & ETA adherence reference	

**Page numbers above refer to this manual.**

Documents keep their original Dell / Unisys formatting. For the latest version of any document, always use the portal at [dispatchdocs.f2onsite.com](https://dispatchdocs.f2onsite.com) — this PDF is a point-in-time snapshot.

# DFSM User Manual

Version 7.0.4

# Dell Field Service Mobile (DFSM) v7.0.5<sup>#</sup>

## Introduction

DFSM is a mobile application, designed to simplify the field services by providing all the required information about the on-site dispatches to the field engineer (User) from Dell and vice versa. This app enables the users to submit the service report to the customer and permits the user to create a repeat dispatch when needed<sup>\*\*\*</sup>.

## Table of Contents

### 1. Menu options

- [Assignments view](#)
- [Requests view](#)
- [Actions buttons](#)
- [Feedback & User Preference](#)

### 2. DFSM Workflow

- [CSG & ISG Flowchart](#)
- [Scan the Service Tag](#)
- [Scan the Part PPID & Serial number](#)
- [Create a repeat dispatch<sup>\\*\\*</sup>](#)
- [Select Parts for repeat dispatch<sup>\\*\\*</sup>](#)
- [Add Diagnostics, comments & pictures](#)
- [Repeat dispatch summary & scheduling<sup>\\*\\*</sup>](#)
- [Generate a service report \(eROF\)](#)

### 3. Offline Features

### 4. DFSM User management Portal

- [Manage Users](#)
- [Profile photos](#)
- [Service report \(e-ROF\) files](#)

### 5. DFSM Scope

### 6. Downloading Instructions

- [Minimum requirements](#)
- [Terms of Use](#)

### 7. FAQs

- [Frequently asked questions](#)



Dell Field Services Mobile

<sup>#</sup> Applicable for DFSM APP versions above 7.0.5

<sup>\*\*</sup> Only applicable if issue is NOT resolved during an onsite visit

<sup>\*\*\*</sup> Based on certain business rules.

# Menu Options



# Menu Options | Assignments View



The screenshot shows the iOS 'Field Service Mobile' app interface. At the top, there is a notification bell icon (2) and a manual refresh icon (3). Below the header, the text 'Last Sync: 7:06 pm' is displayed. The main list contains five assignment cards. Each card shows a DPS number, company name, and part quantity. The third card is highlighted in red and shows a 'FAILED' status (5). The fourth card shows a scheduled time slot '9:00 am - 6:00 pm' (6). The fifth card has a blue plus icon (7). At the bottom, a summary bar shows '6 ASSIGNMENTS' (8) and 'REQUESTS'.

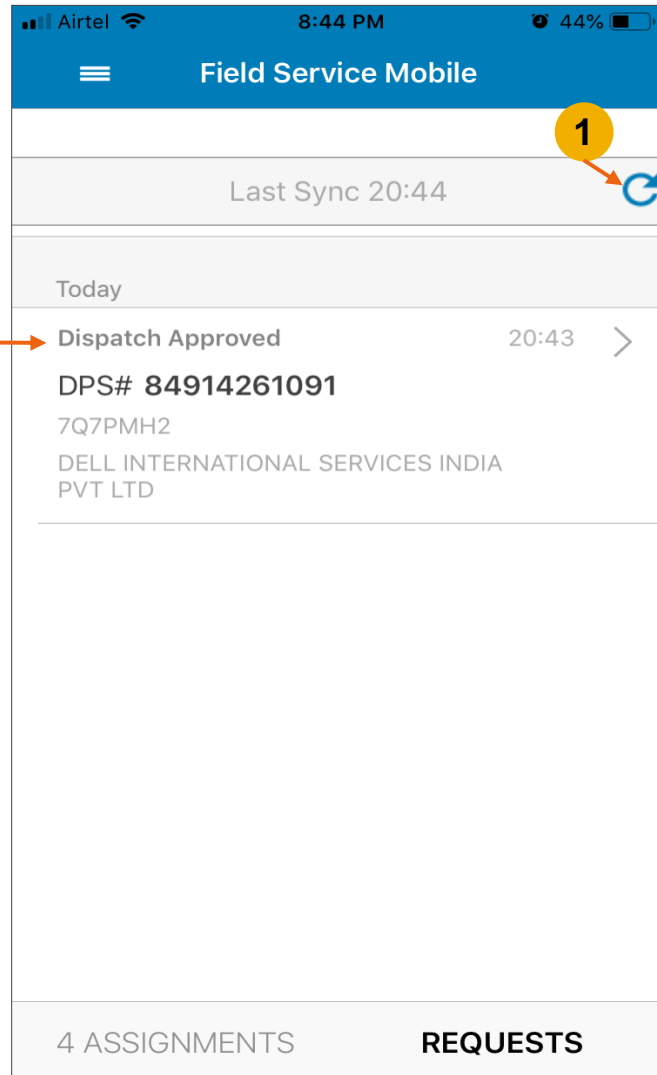
- 1 Options
- 2 Notification Icon – shows number or unread notifications
- 3 Manual Refresh (refresh can be done also by swiping down)
- 4 High level overview of Assignment, including DPS, Company name, Part quantity & Service tag.
- 5 Current Status of EnRoute & Service report
- 6 Appointment Scheduled time slot.
- 7 Manually add a dispatch to assignment list. Greys out, when the app is offline.
- 8 Number of assignments
- 9 Users can remove a dispatch by swiping left



The screenshot shows the Android 'Field Service Mobile' app interface. At the top, there is a notification bell icon (2) and a manual refresh icon (3). Below the header, the text 'Last Sync: 7:31 pm' is displayed. The main list contains five assignment cards. The second card is highlighted in blue and shows a 'DRAFT' status. The third card is highlighted in purple and shows an 'EN ROUTE' status. The fourth card is highlighted in white and shows a scheduled time slot '9:00 am - 6:00 pm' (6) and a red 'Remove' button (9). The fifth card is highlighted in green and shows a 'COMPLETED' status. At the bottom, a summary bar shows '5 ASSIGNMENTS' (8) and 'REQUESTS'.

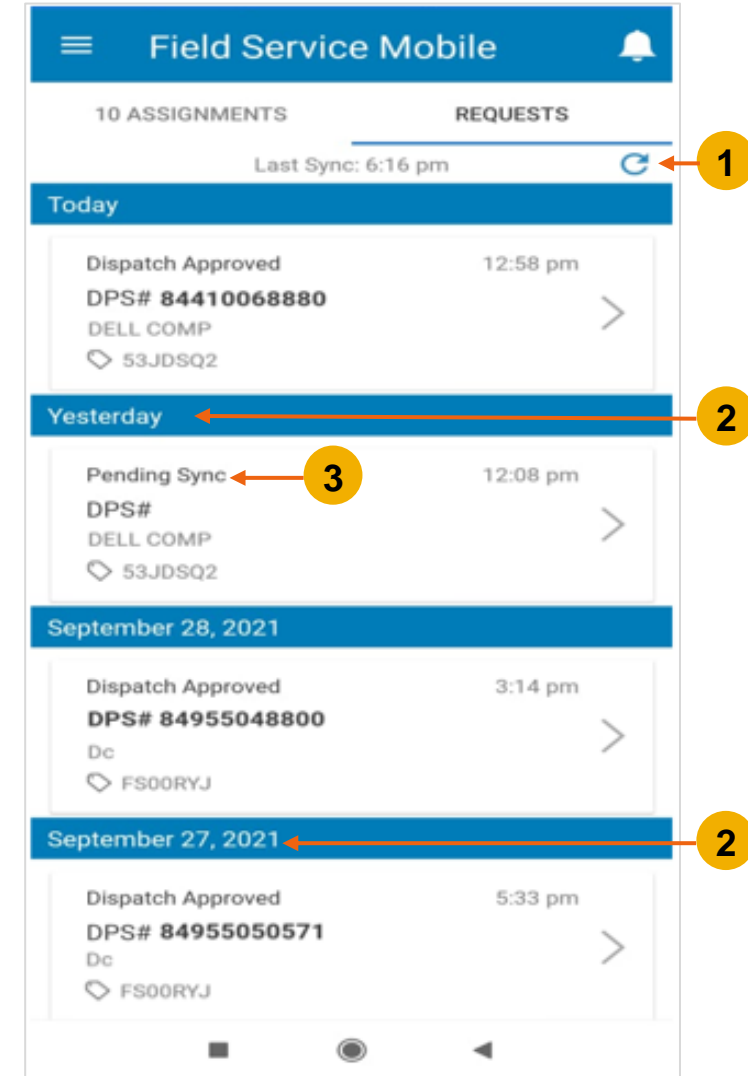


# Menu Options | Requests View

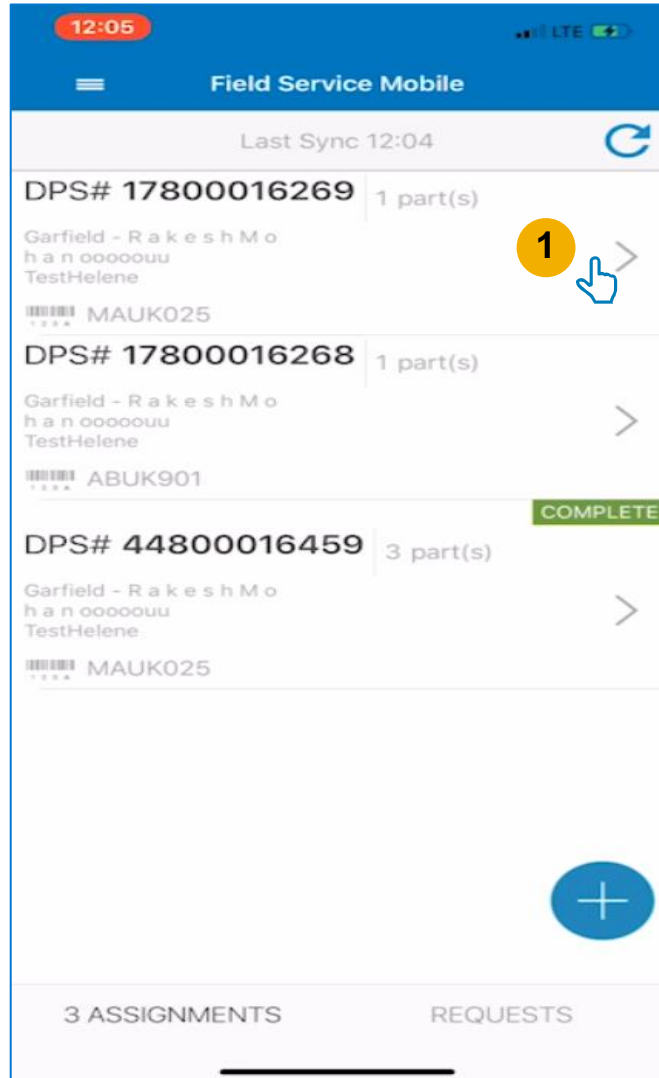


- 1 Manual Refresh option in addition to the swipe down the screen to refresh.
- 2 Number of requests submitted for the day. View will also be available for previous submissions
- 3 Dispatch submission status will indicate if any further action is required or if the dispatch is processed successfully (Refer to the table below)

Status	Definition	Recommended Action
Dispatch Approved	Repeat Dispatch is created in Dell CRM	None
Failed	Repeat request failed / rejected	Contact DSP Q for creating a repeat
Pending Sync	Local data is being synchronized	Leave the application open until its completed. Make sure you have internet connection. If status is unchanged for over 20mins contact DSP Q



# Action Buttons | *Dispatch Details* 1 of 12 : En Route – Last Mile



1 Enter the dispatch details from the "My Assignments" screen

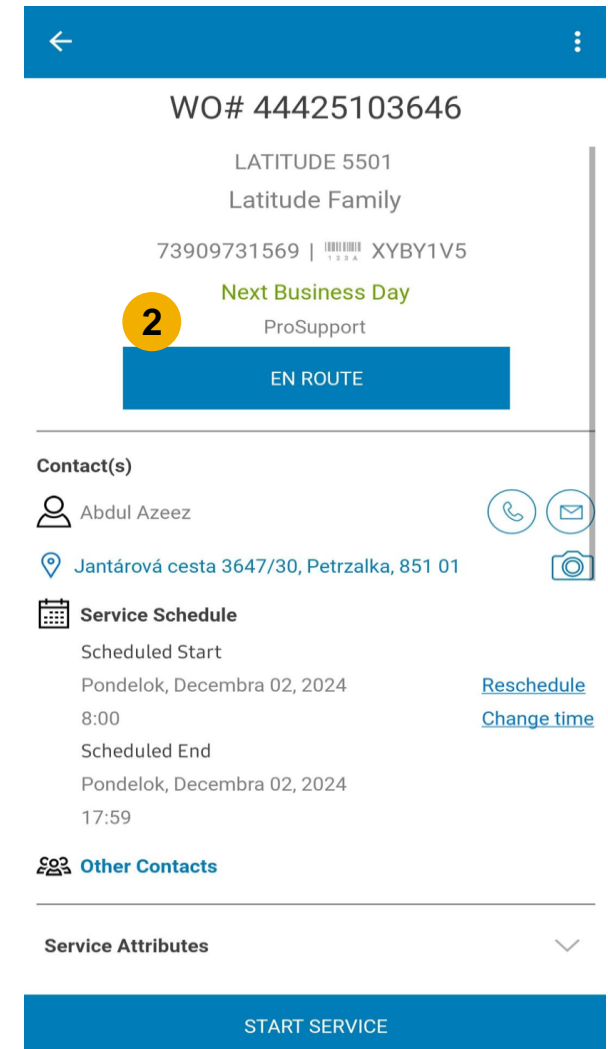
2 On the information screen press the blue "En Route" button

EnRoute might not be enabled for all users. If you have questions, please contact your manager

In case the address provided in the dispatch is insufficient or incorrect you might see "Failed to start EnRoute" error. If this happens, please continue without using EnRoute

*For partners who have enabled updates from DFSM is clicking "EnRoute" generating the "EnRoute" timestamp.*

**Click here for more details on En Route**



# Action Buttons | *Dispatch Details 2 of 12 : Parts*



1 Shipping address – PUDO, Drop off or Customer location

2 Part details updated every time the screen is refreshed – Status and ETAs

←

WO# 44425103646

Not Required

---

**Instructions**

Issue Summary/Description of Problem:  
\* LATITUDE 5501 - No Post No Video  
Any error code presented?  
Special Instructions:

---

**Part(s) (1)**

1 Senecka cesta 1, Ivanka pri Dunaji, 90028

**LCD Components (1)**

Status: N/A  
Provider: UPS  
ETA: N/A  
ASSY,LCD,FHD LBL,NT,W/BKT,5/3#  
0GDXD

---

**Service Tag Details**

System Configuration >

Warranty Details >

Dispatch History >

Search On Knowledge Base >

START SERVICE

# Action Buttons | *Dispatch Details 3 of 12 : Contacts*



1 Primary and Alternate Contacts are displayed in the main dispatch detail screen

2 Other contact can be accessed by tapping on the blue text

*Not all Work orders have additional contacts – mostly applicable for ISG Work orders*

The screenshot displays the 'Dispatch Details' screen for work order WO# 44425103646. The main screen shows the work order details, including the location 'LATITUDE 5501 Latitude Family' and the service schedule for 'Next Business Day ProSupport' on Monday, December 2, 2024, from 8:00 to 17:59. A blue 'EN ROUTE' button is visible. Below the service schedule, there is a 'Contact(s)' section with a primary contact, Abdul Azeez, and a location. A blue 'Other Contacts' link is present. An orange arrow points from this link to a modal window titled 'Other Contacts'. This modal lists three additional contacts for Abdul Azeez: 'Primary' (4204209988000, abdul\_azeez@dell.com), 'Shipping Recipient' (4209988000, abdul\_azeez@dell.com), and 'Scheduling' (4209988000, abdul\_azeez@dell.com). At the bottom of the main screen is a blue 'START SERVICE' button.

# Action Buttons | *Dispatch Details 4 of 12 : Service attributes*



1 Additional Service attributes can be accessed by tapping on the arrow

*Not all Work orders have additional Service attributes – mostly applicable for ISG Work orders*

WO# 44425103646

LATITUDE 5501  
Latitude Family  
73909731569 | XYBY1V5  
Next Business Day  
ProSupport

EN ROUTE

Contact(s)  
Abdul Azeez  
Jantárová cesta 3647/30, Petržalka, 851 01

Service Schedule  
Scheduled Start: Pondelok, Decembra 02, 2024 8:00  
Scheduled End: Pondelok, Decembra 02, 2024 17:59

Other Contacts

1 Service Attributes

START SERVICE

WO# 44425103646

Service Attributes

Project Number	Service Type
N/A	Break Fix
Customer Temperature	Service Sub-Type
N/A	Parts And Labor
Severity Level	Case Type
Medium	Technical Support

Federal N/A  
Call Ahead Not Required  
Site Access Not Required

Instructions  
Issue Summary/Description of Problem:  
\* LATITUDE 5501 - No Post No Video  
Any error code presented?  
Special Instructions:

Part(s) (1)  
Senecka cesta 1, Ivanka pri Dunaji, 90028

LCD Components (1)

START SERVICE

# Action Buttons | *Dispatch Details 5 of 12 : AR Assistant*



The AR Assistant app uses augmented reality to provide step by step guidance when replacing parts on a Dell system. This app enables an assisted self-service experience, providing disassembly and reassembly instructions on parts replacement. Additional systems are being added over time.

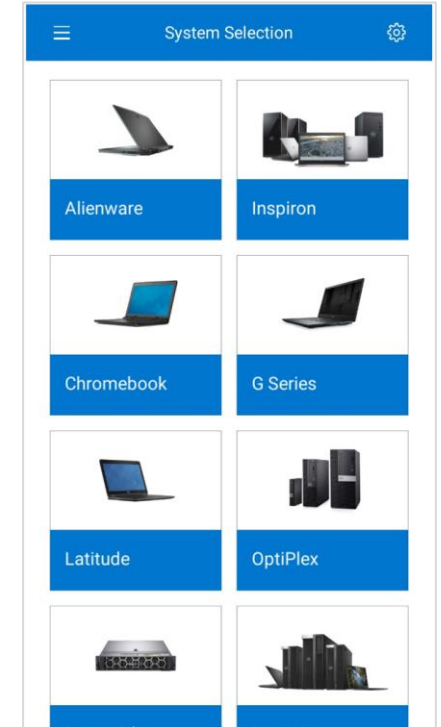
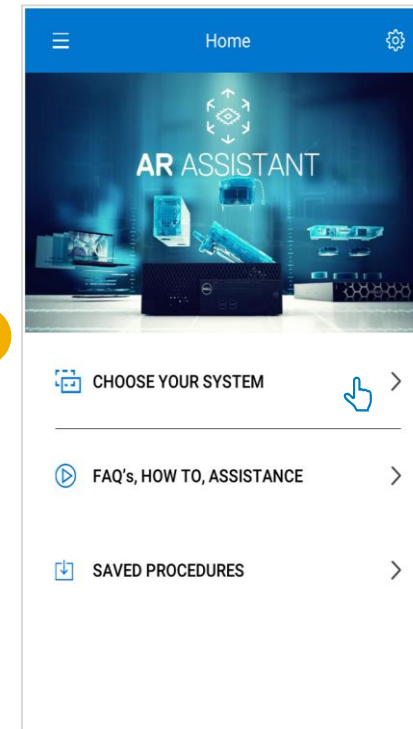
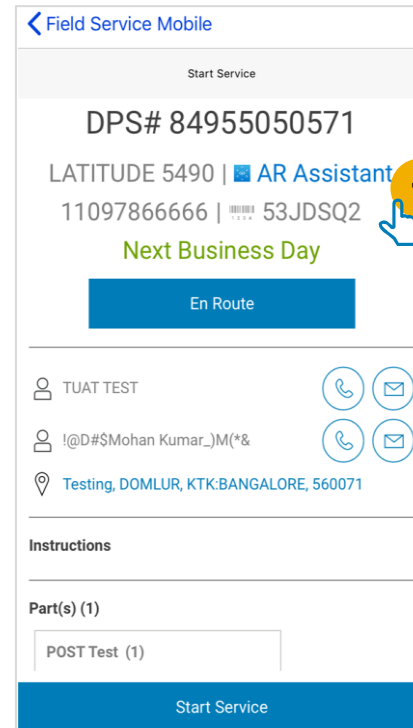
**AR Assistant is available for both iOS and Android**

<https://apps.apple.com/us/app/dell-ar-assistant/id1521610787>

<https://play.google.com/store/apps/details?id=com.dell.arassist>

1

If the serviced system is enabled for AR, you can directly access the AR tool by clicking the “AR Assistant” link on the dispatch details screen



# Action Buttons | *Dispatch Details 6 of 12 : System Configuration*



Field Service Mobile

Last Sync 14:06

**DPS# 84914316214** 1

DELL  
INTERNATIONAL  
SERVICES INDIA PVT  
LTD

7Q5P3H2

1 ASSIGNMENTS    REQUESTS

DPS# 84914316214

Instructions

Dell Troubleshooting Log : DFSM Testing  
No Power Issue

POA to DSP:  
Confirm no power issue reported on the server  
Check the site voltage at the location  
Bring down the server to minimum to POST  
config and check if the server powers on  
If not, Replace the MBD on the server, update  
service tag and confirm functionality  
If the issue still persists, then replace the SMPS  
as well  
Confirm functionality by running the diagnostics  
on the server.  
Contact DTS if further assistance is needed.

Service Tag Details

**2** System Configuration >

Warranty Details >

Dispatch History >

START SERVICE

System Configuration 3

OPTIPLEX 5040 | 6LH1PD2

Search

PURGED INFO PARTS  
INFO,XP,APIC-CONTROLLER  
QTY PPID  
0

INFORMATION ONLY  
INFO,WXP,32B,CLR  
QTY PPID  
0

SRV,DRV,IRST,OPTI,5040  
QTY PPID  
0

SRV,APP,IRST,OPTI,5040  
QTY PPID  
0

INFORMATION ONLY  
INFO,DX@V,90002  
QTY PPID  
0

SERVICE INSTALL

System Configuration

OPTIPLEX 5040 | 6LH1PD2

Processor 4

PROCESSOR  
Intel, 3.2GHz, 6MB, FSB 1600MHz, 65W,  
I5-6500, Skylake-S, Desktop, LGA, Bare  
Processor, VPR  
QTY PPID  
1



# Action Buttons | Dispatch Details 7 of 12 : Warranty & History

← DPS# 84914316214 ⋮

Instructions

Dell Troubleshooting Log : DFSM Testing  
No Power Issue

POA to DSP:  
Confirm no power issue reported on the server  
Check the site voltage at the location  
Bring down the server to minimum to POST  
config and check if the server powers on  
If not, Replace the MBD on the server, update  
service tag and confirm functionality  
If the issue still persists, then replace the SMPS  
as well  
Confirm functionality by running the diagnostics  
on the server.  
Contact DTS if further assistance is needed.

Service Tag Details

System Configuration >

**1** Warranty Details >

**2** Dispatch History >

START SERVICE

✕ **1** Warranty Details | 6LH1PD2

2 HRs response (24x7)  
Expires: July 14, 2020

4 HRs response (24x7)  
Expires: July 14, 2020

4 HRs response (24x7)  
Expires: July 14, 2020

For Non Returnable HDD  
Expires: July 14, 2020

Keep Your Pheripheral Device  
Expires: July 14, 2020

COMPLETECOVER COVERAGE PROGRAMME  
Expires: July 14, 2020

← **2** Dispatch History

6LH1PD2

DPS# 80387785548  
Labor Only | Work In Progress >

DPS# 80387785545  
Labor Only | Work In Progress >

DPS# 80387785544  
Labor Only | Work In Progress >

DPS# 80387785543  
Labor Only | Work In Progress >

DPS# 80387785542 | 1 part(s)  
Parts and Labor | Work In Progress >

Showing dispatches within the last 60 days .(Up to 10)

← DPS# 80387785548

INSTRUCTIONS

81Replace - See TS Note. Replace as  
NeededDell Troubleshooting Log : \*\*\*\*\*5 Good  
lines\*\*\*\*\*  
RDR Count: 0  
Warranty : OOW  
Service Tag : 7Q7PMH2  
System Model :INSPIRON

Issue: Damag ... [Read more](#)

Parts (4)

Mechanical/Chassis Hardware (1)  
ASSY,CVR,HNG,BACK,7347/8  
5WN1X

SERVICE TYPE  
Parts and Labor

STATUS  
Cancelled

SERVICE CLOSURE DATE  
05-Jul-2019

# Action Buttons | Dispatch Details 8 of 12 : Search Knowledge Base



12:06  
LTE  
DPS# 17800016269  
LATITUDE 7480  
48545194829 | MAUK025  
Next Business Day  
En Route  
NEETH SAN  
NEETH SAN  
nflancka 4, WARSZAWA, UN, 00-189  
Instructions  
These are comments to DSP that have more that 79 characters in the field. Will check to see if the character string is inserted  
Parts (1)  
Cable, Connector and Cord (1)  
CORD,PWR,125V,2.5A,1M,C5,US  
K260C  
Service Tag Details  
System Configuration

11:08 AM  
86%  
DPS# 84915118023  
Dell Troubleshooting Log : \*\* Do not action \*\*  
DFSM Test DispatchReplace - See TS Note.  
Replace as Needed  
Parts (1)  
Cable, Connector and Cord (1)  
ADPT,CON,DNGL,TYPECTOUSA  
F382X  
Service Tag Details  
System Configuration  
Warranty Details  
Dispatch History  
Search On Knowledge Base  
START SERVICE

Field Service... 4G 11:10 AM  
85%  
dell.com  
DELL EMC  
Support > Search Support  
Search Support  
LATITUDE 5480  
RELEVANCE DATE  
FILTERS  
Your Filters:  
Language: English  
Clear  
Looking for more Dell EMC

# Action Buttons | *Dispatch Details 9 of 12 : System Specific Notifications*



←

DPS# 25424894919

LATITUDE 5420 | AR Assistant

71776575656 | WZ1X488

Next Business Day  
ProSupport

EN ROUTE

HIHEFJCBQA DYDEWWYZSDAQONQ

5 Simmonds Street, Johannesburg, 2001

**Service Schedule**  
Friday, February 23, 2024 (Reschedule)  
8:00 am - 6:00 pm (Change time)

**Instructions** 1 2

fsdfsdf  
SelectReason  
CustomerNotAvailable  
Status: Queued for Device. Comment: CustomerNotAvailable  
Status: Queued for Device. Comment: CustomerNotAvailable

**Part(s) (2)**

Memory (1) DIMM,8GB,3200,1RX16,16,DDR4,NS	Screw (1) SCR,M2X3,MA000
--	-----------------------------

START SERVICE

System Notifications

ePSA Error Code 2000-0512  
LATITUDE 5420

Webcam Not Detected  
LATITUDE 5420

System Notification

ePSA Error Code 2000-0512  
LATITUDE 5420

**Alert Topic**  
It may encounter the fans issue with ePSA Error Code 2000-0512 (See Figure.1) and 2000-0511 (See Figure.2) on Alienware Aurora Ryzen Edition R14, Aurora R13, or XPS 8950.

**Figure.1** Error Code 2000-0512      **Figure.2** Error Code 2000-0511

**Solution**  
**Warning:** Do not replace any hardware before confirming the fan cable connections to the Motherboard.  
-Follow the basic troubleshooting guide to identify the reported computer has wrong connection that is involved or not.  
-Check the "[Fields Service Manual](#)" for each model and ensure the connection between Fan cable and Motherboard as instructed. Be sure the connection cable is matched with white.  
-If the fan cable is connected properly and issue still persists, replace Heatsink ASSY.

**1** Icon shows the number of notifications related to the serviced system

Content of notifications is **NOT TO BE SHARED WITH CUSTOMERS**

# Action Buttons | *Dispatch Details* 10 of 12 - Rescheduling



DPS# 10424893277  
POWEREDGE R640 | AR Assistant  
50919240033 | NE40129  
Next Business Day  
ProSupport  
EN ROUTE

NEHA JAIN  
Schuitenberg 31, Roermond, 6041 JH  
Service Schedule  
Monday, February 12, 2024 (Reschedule)  
8:00 am - 5:59 pm (Change time)

Instructions  
tetsing

Part(s) (1)  
(1)  
ASSY,RAIL,HD,TJD  
21TUG

START SERVICE

1 Reschedule Service

Current Service Schedule  
Monday, February 12, 2024  
8:00 AM - 5:59 PM

Reschedule

Select Reason \*  
Select Reason 3

Select Date \* (Within next 10 days)  
2/23/2024

Period of Time  
8:00 AM - 6:00 PM

Prev Next

2 Change Time of Service

Current Service Schedule  
Monday, February 12, 2024  
8:00 AM - 5:59 PM

Select new start time

Period of Time  
8:00 AM - 12:00 PM  
10:00 AM - 2:00 PM  
1:00 PM - 6:00 PM

Prev Next

3 Reschedule Service

Current Service Schedule  
Monday, February 12, 2024  
8:00 AM - 5:59 PM

Reschedule

Select Reason  
Customer requested a reschedule  
Customer Not Available  
Customer Refuse Access  
Field Partner Delay  
Natural Disaster

ZRUŠIŤ

Prev Next

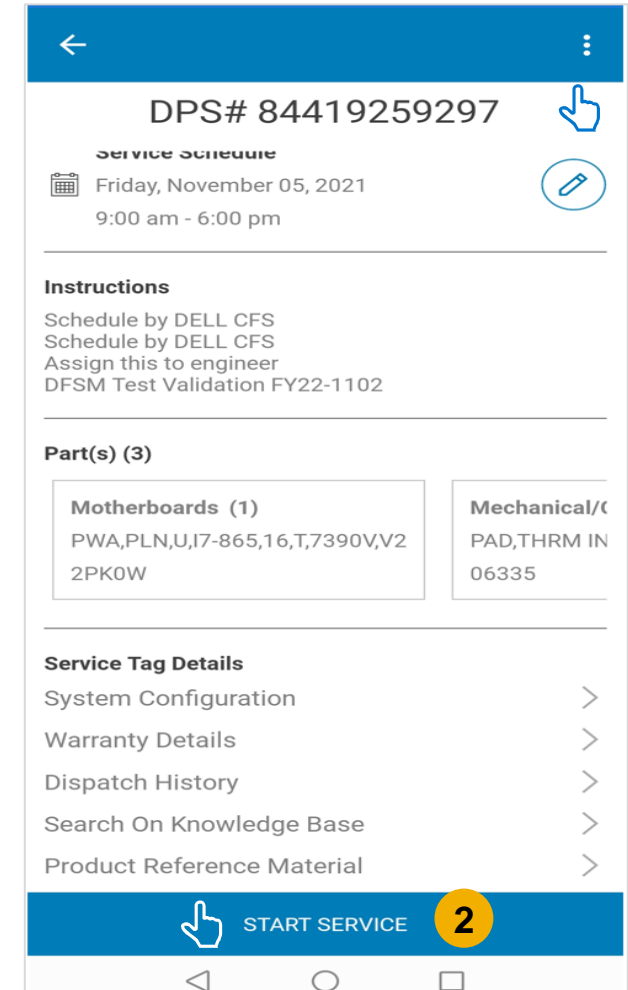
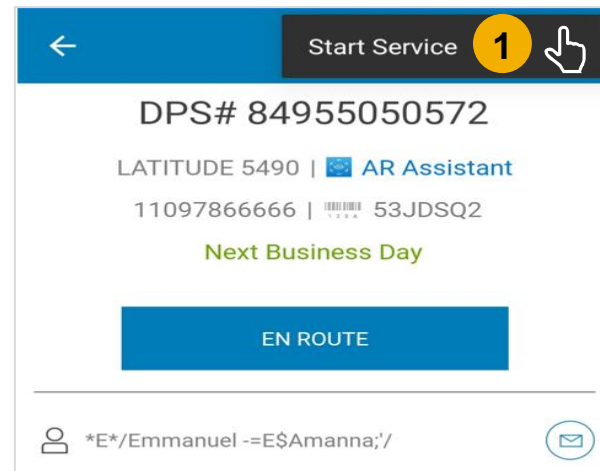
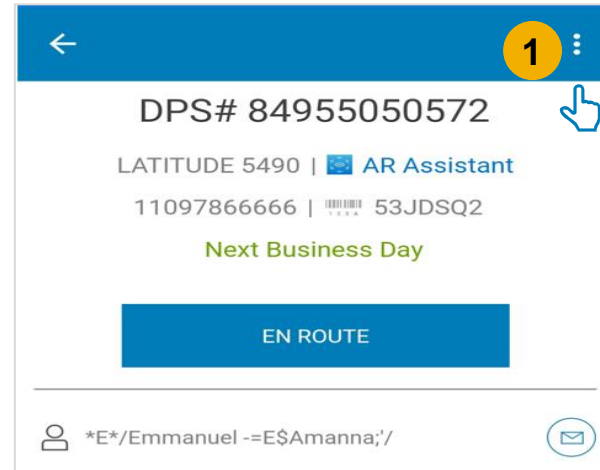
- 1 Option to reschedule to a different day – up to 10 calendar days
- 2 Option to define a narrower ETA window for the current day – Morning, Lunch or Afternoon slot
- 3 If the new ETA window is outside of the current schedule the appropriate reason should be selected from the dropdown menu. This option will appear automatically only if required

*Rescheduling via DFSM is available only for partner who are enabled for DFSM updates*

# Action Buttons | *Dispatch Details* 11 of 12 – Start Service



- 1 Start service can be done by clicking the 3 dots in the upper right corner of the dispatch details screen
  - 2 Start service can be performed by scrolling down on the dispatch details screen
- For partners who have enabled updates from DFSM is clicking “Start Service” generating the “Onsite” timestamps. Starting service before or after arriving at the customer location might lead to OTS fails.*





# Action Buttons | *Dispatch Details* 12 of 12 – Attaching photos

DPS# 25424894919

LATITUDE 5420 | AR Assistant

71776575656 | WZ1X488

Next Business Day  
ProSupport

EN ROUTE

HIHEFJCBQA DYDEWWYZSDAQONQ

5 Simmonds Street, Johannesburg, 2001

Service Schedule

Friday, February 23, 2024 (Reschedule)

8:00 am - 6:00 pm (Change time)

Instructions

fsdfsdf  
SelectReason  
CustomerNotAvailable  
Status: Queued for Device. Comment: CustomerNotAvailable  
Status: Queued for Device. Comment: CustomerNotAvailable

Part(s) (2)

Memory (1) DIMM,8GB,3200,1RX16,16,DDR4,NS	Screw (1) SCR,M2X3,MA000
--	-----------------------------

START SERVICE

Dispatch Attachment

Add Image

Upload a photo to service your request

Prev Next

**1** User can upload photos to Dell CRM in case of e.g. unsuccessful Just go attempts as a proof that he was at the customer address.

This option is available without the need to “Start Service” and the photos are uploaded directly to the Dell CRM under Case and accessible by Technical Support agents

**2** Adding photos can be done by clicking the “+” icon

*Process may differ by region/country/partner. In case of questions please contact your manager*



# Action Buttons | *Requests View*

- 1 In My Requests screen users can cancel a submitted dispatch when the status is in Pending Review or Rework
  - This will cancel the dispatch in Dell CRM
  - Will also trigger the notification for dispatch cancellation

- 2 In iOS swipe left on the dispatch to display the action menu (Cancel request, Rework)

In Android Long Press on the dispatch to display the action menu on top of the request page



## Push Notification Enhancements

When user receives a push notification for dispatch status change in the device, users shall be able to tap on the push message and the app shall open on the Request Summary page for the specific dispatch

# Menu Options | *Feedback & User Preference*



## Feedback:

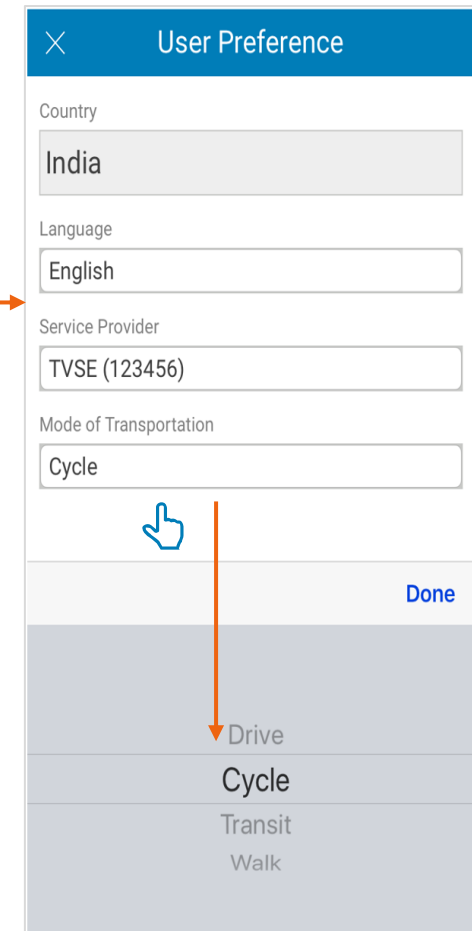
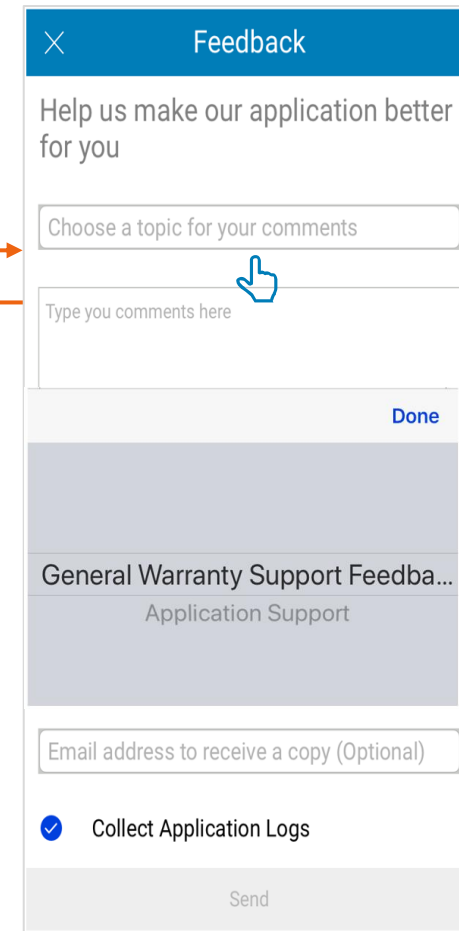
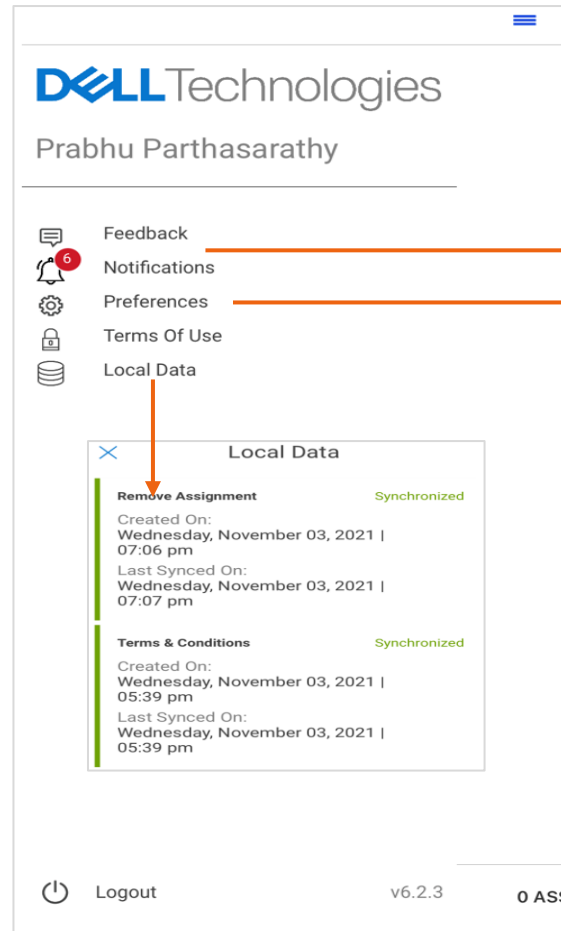
- General Warranty Support
  - ❑ Use for any process or repair related issues or topics
- Application Support
  - ❑ Use to submit feedback on application issues, performance or suggestions
  - ❑ Preferably leave “Collect Application Logs” enabled. This will help IT to better troubleshoot your issue

## Preferences:

- Mode of Transportation enables you to select the default setting when starting EnRoute
- Users can also upload their own profile photo. This is used on the EnRoute map view. All photos will be reviewed by Partner admins

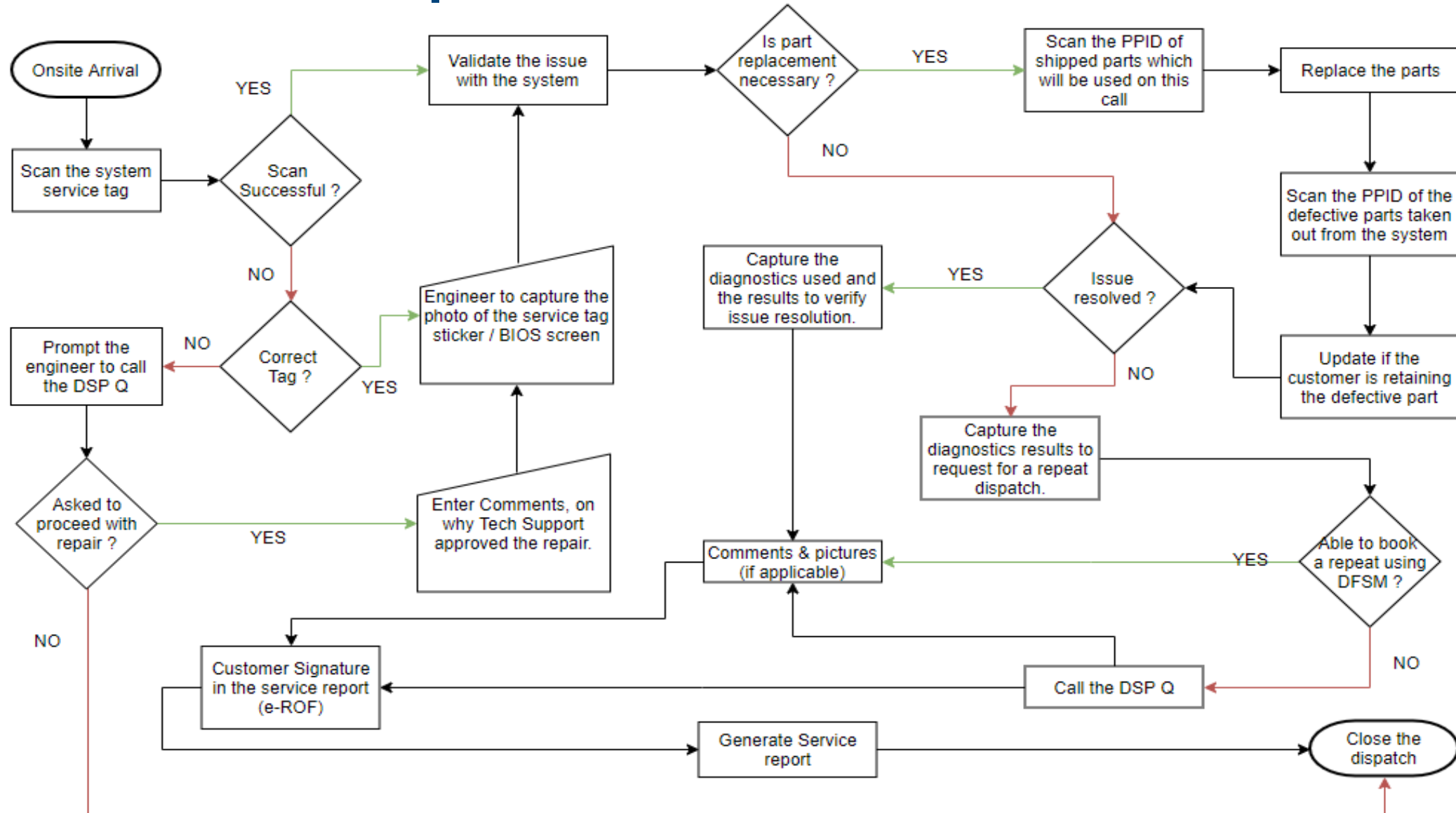
## Local Data:

- Can be used to diagnose issues
- Any synchronization issues will be highlighted in red



# DFSM Workflow

# CSG Workflow | Flowchart

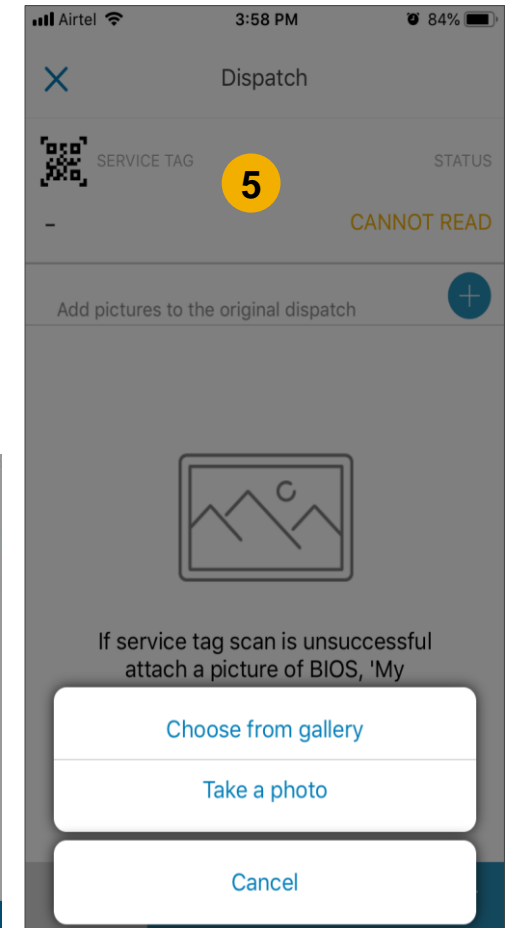
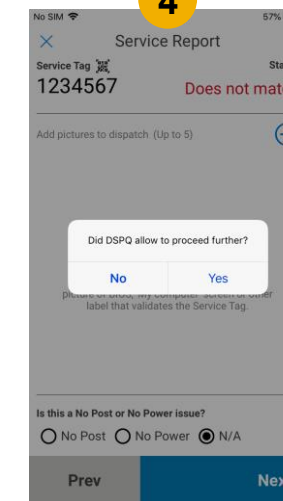
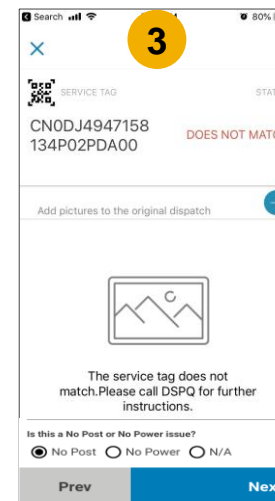
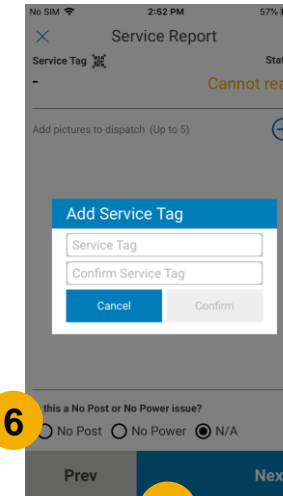
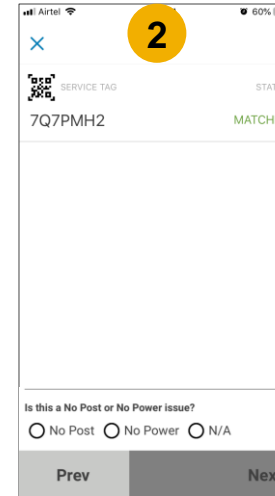
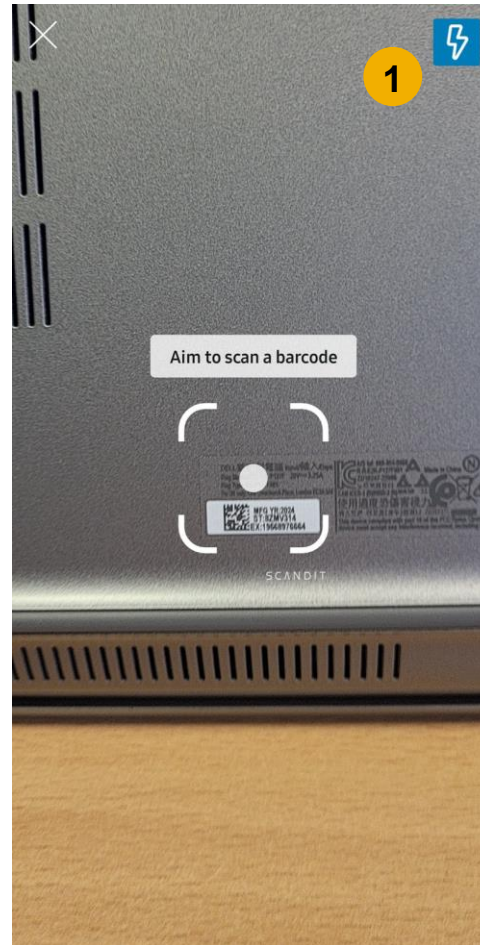


# CSG Workflow | Step:1 – Scan the Service Tag



Refer the slide ([Action Buttons – Start Service](#)) to understand the different options available to start the service call

- 1 Flashlight on/off
- 2 Successful scan result
- 3 Scanned TAG does not match – please update photo or input TAG manually
- 4 Manual TAG input – if TAG does not match, please contact DSP Q to confirm next steps
- 5 Taking photo of the TAG – to confirm the correct TAG you can also upload a photo of the TAG label, BIOS or from the OS (Settings > About)
- 6 Issue Capture – Users should choose the type of issue that was reported / observed on the customer's system.



# CSG Workflow | Step:2 – Scan the Part PPID



- Select parts that were used for repair
- Capture PPID where requested
- In case of unreadable PPID please select the appropriate reason for not capturing PPID
- Major parts require a PPID to be captured

Service Report

Shipped Parts AR Assistant

Assy, LCD  
ASSY,LCD,14FHD250,NT/BKT,5420#  
(Part #: GC2FN)  
 Part Used Problem entering PPID?  
Enter PPID   
Please enter a valid PPID

Bezel  
BZL,RGB CMRA+MIC,TS/NTS,542X  
(Part #: 2VJKP)  
 Part Used  
Enter PPID

Tray, LCD  
TRAY,USIM,LTE MB,WLAN/WAN,542X  
(Part #: C2M1W)  
 Part Used  
Enter PPID

Prev Next

- Capture PPID of defective parts when requested
- Mark “Part retained by customer” for every parts that is left at the customer location

Parts should be left on site only after approval from DSP Q or as per warranty entitlement

Problem Entering PPID for LCD AND ACCESSORY

Select reason

CANCEL CONTINUE

Tray, LCD

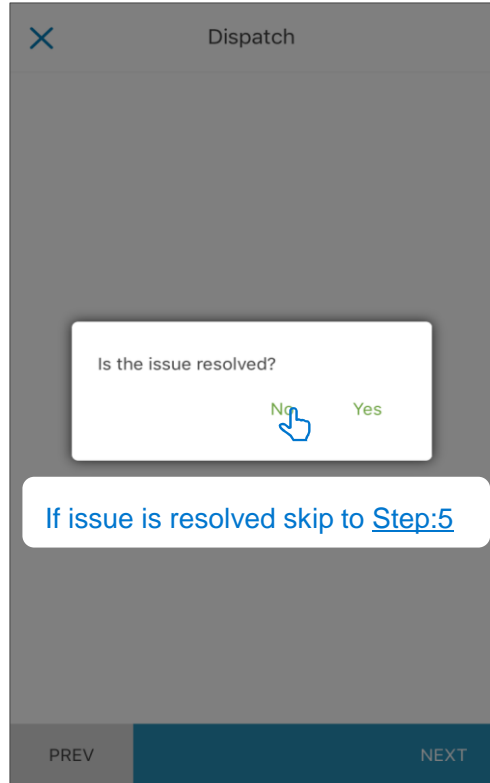
Scan Defective Parts PPIDS

Palmrest  
Enter PPID   
 Part retained by customer

Battery  
Enter PPID   
 Part retained by customer

PREV NEXT

# CSG Workflow | Step:3 – Create a repeat dispatch



Dispatch

Is the issue resolved?

No Yes

If issue is resolved skip to [Step:5](#)

PREV NEXT

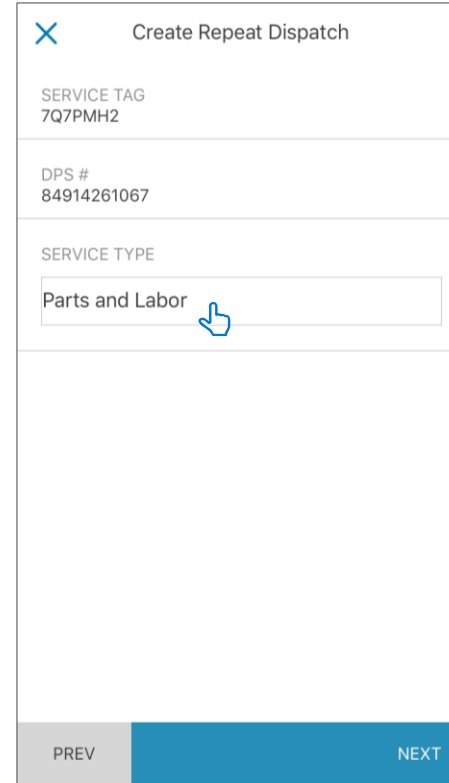


Dispatch

Do you want to create a new repeat dispatch?

No Yes

PREV NEXT



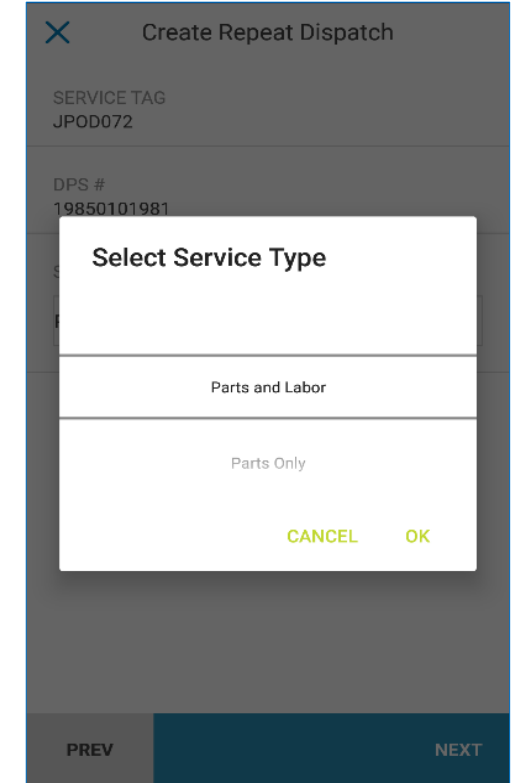
Create Repeat Dispatch

SERVICE TAG  
7Q7PMH2

DPS #  
84914261067

SERVICE TYPE  
Parts and Labor

PREV NEXT



Create Repeat Dispatch

SERVICE TAG  
JPOD072

DPS #  
19850101981

Select Service Type

Parts and Labor

Parts Only

CANCEL OK

PREV NEXT

- Indicate whether the issue is resolved
- If issue is not resolved choose “No” followed by “Yes” under the repeat dispatch screen, to create a repeat
- DFSM will automatically validate if this is an eligible case for DFSM
- Choose the Service Type to proceed further, by default “Parts and Labor” will be selected.
  - Parts and Labor – all repairs where Onsite labor is required in order to replace parts
  - Parts only – all repairs where customers are able to replace parts by their own. Parts will be shipped by courier

# CSG Workflow | Step:4 – Parts for the repeat dispatch



✕ Create Repeat Dispatch

Select parts and quantity for dispatch

Search

PREVIOUS DISPATCH PARTS

> Hard Drive

PLATFORM PARTS

- > Cable, Connector and Cord
- > Heatsink, Fan and Accessories
- > Insert and Filler
- > Keyboards, Mice and Accessories
- > Memory
- > Processor
- > Software

ADD PART MANUALLY

PREV no parts selected NEXT

✕ Create Repeat Dispatch

Select parts and quantity for dispatch

Search

PREVIOUS DISPATCH PARTS

> Hard Drive

- Hard Drive (Part #: 9CF26)  
HD,500G,S3,7.2K,512E,SGT-PHAR - 1 +  
[View Image](#)

PLATFORM PARTS

Done

DOA – Dead On Arrival

MWD

PREV no parts selected NEXT

✕ Create Repeat Dispatch

Select parts and quantity for dispatch

Search

> Hard Drive

- Hard Drive (Part #: 9CF26)  
HD,500G,S3,7.2K,512E,SGT-PHAR - 1 +  
[View Image](#)

PLATFORM PARTS

- > Cable, Connector and Cord
- > Heatsink, Fan and Accessories
- > Insert and Filler
- > Keyboards, Mice and Accessories
- > Memory

- DIMM (Part #: P4T2F)  
4GB, DIMM, 1600MHZ, 512x64, Ur  
DDR3L, 240 Pin, Single Rank, 1.35V  
Correction Code - 1 +  
[View Image](#)

PREV 2 parts selected NEXT

✕ Create Repeat Dispatch

Add PPIDs

Hard Drive (Part #: 9CF26) QTY: 1  
HD,500G,S3,7.2K,512E,SGT-PHAR

Enter PPID

DIMM (Part #: P4T2F) QTY: 1  
4GB, DIMM, 1600MHZ, 512x64, Unbuffered,  
DDR3L, 240 Pin, Single Rank, 1.35V, Non-Error

Enter PPID

PREV NEXT

- Select all parts that are required for the repeat dispatch. Parts should be ordered only after detailed troubleshooting
- If only parts from the previous dispatch are ordered, please indicate reason for repeat
  - DOA – Functional parts issue
  - MWD – Missing, Wrong in box or Damaged
- If the required part is not available in “Previous dispatch parts” or “Platform parts” please use “Add Parts Manually”

More info on [“Add Parts Manually”](#) page 42 & [“View pictures of requested parts”](#) page 43

# CSG Workflow | Step:5 – Validating service type



- After selecting parts for a repeat dispatch the tool will validate if Dell considers the parts as CRUs (Customer replaceable unit)
- If the selected parts are CRU only, the app will ask the DFSM user if the service type should be changed to Parts only
- If the troubleshooting of a system failure results in the replacement of a CRU part, a 'Parts Only' service must be offered to the customer. If the customer strictly refuses 'Parts Only' dispatch, proceed with a 'Parts and Labor' option.

## Customer Replaceable Unit: CRU

Regardless of the Service Response Level (entitlement) purchased, some component parts are specifically designed for easy customer removal and replacement: such parts are designated as Customer Replaceable Units ("CRU").

×

Create Repeat Dispatch

Add PPIDs

Solid State Drive (Part#: 5DHY4) Qty: 1

SSDR,512G,P34,80S3,HYNIX,PC611

Enter PPID

This Work Order contains only Customer Replaceable Parts.

⚠ Please confirm whether labor is needed before proceeding.

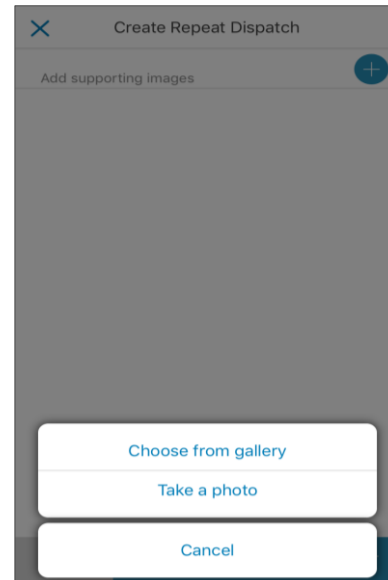
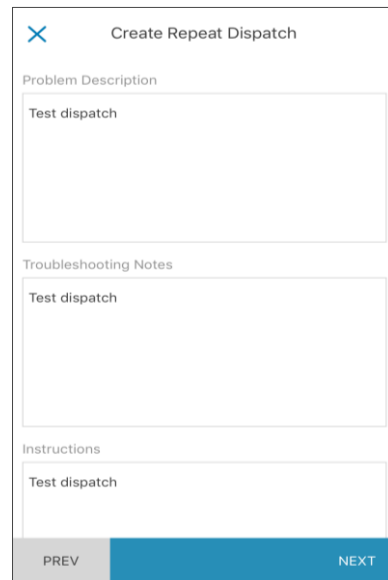
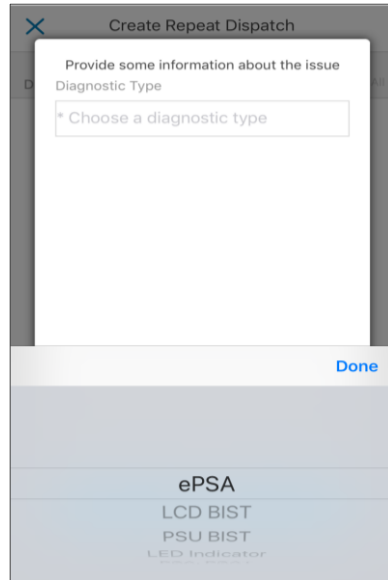
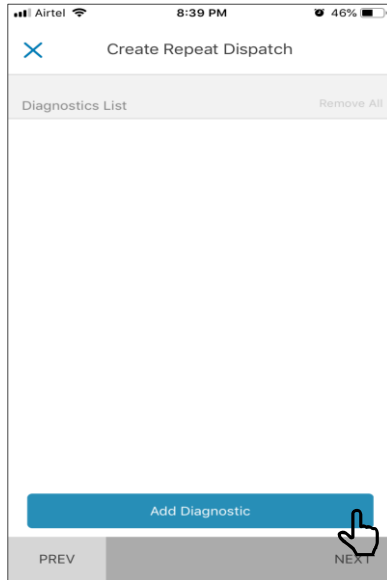
This Work Order will be processed after submission. Please confirm the information is accurate and ready to be submitted.


PARTS AND LABOR PARTS ONLY

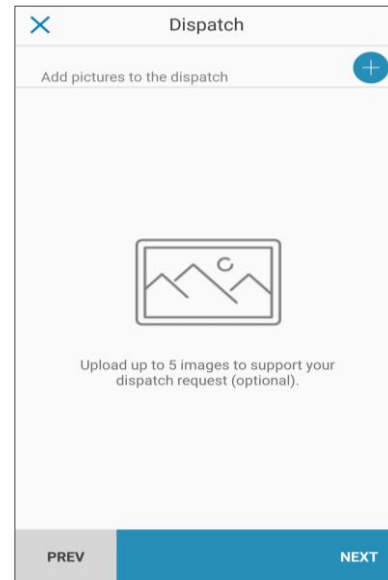
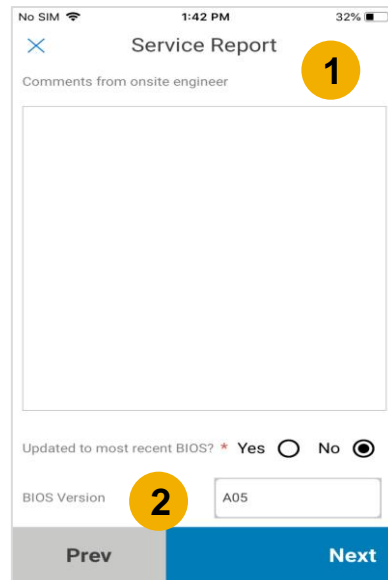
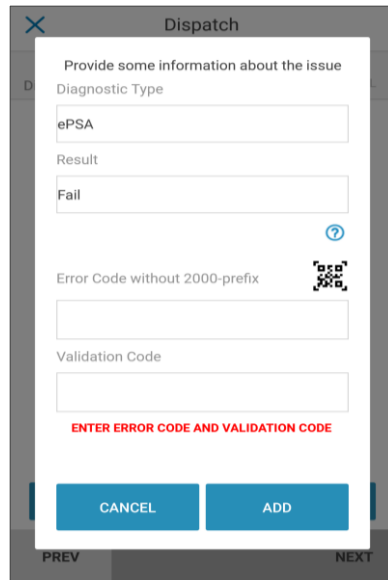
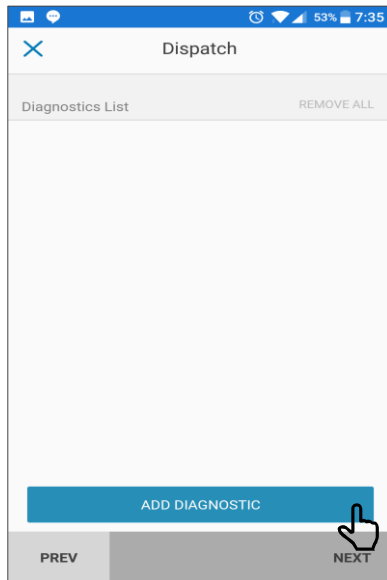
Prev Next

# CSG Workflow | Step:6 –Diagnostics, comments & Pictures

Repeat Dispatch Workflow 



Issue Resolved Workflow 



- 1 The Comments from onsite engineer section is common for both workflows.
- 2 On all cases where a Motherboard is replaced and the system boots, the BIOS must be updated to the latest version and the version number recorded to move forward.

  
Skip to  
[Step 7](#)

# CSG Workflow | Step:7 – Summary & Scheduling



**Create Repeat Dispatch**

Confirm the details for your repeat dispatch

SERVICE TAG  
7Q7PMH2

SERVICE LEVEL  
Next Business Day

SERVICE TYPE [Edit](#)  
Parts and Labor

PRIMARY CONTACT  
##### RAGHUNATH R  
+919880993726 Extension  
Phone Extension  
no-email@dell.com

SECONDARY CONTACT  
First Name Last Name  
Phone Extension  
Phone Extension  
Email

SITE ADDRESS  
dfsm test, ANNA ROAD HO, TN:MADRAS, 600002

REPEAT REASON FOR DISPATCH  
DOA – Dead On Arrival

DIAGNOSTICS [Edit](#)  
LED Indicator **Fail**  
ePSA Did not complete



**Create Repeat Dispatch**

PROBLEM DESCRIPTION  
Test dispatch

TROUBLESHOOTING NOTES  
Test dispatch

INSTRUCTIONS  
Test dispatch

Parts Ordered [Edit](#)  
DIMM (Part #: 821PJ) QTY 1  
DIMM,16GB,2400,2RX8,8G,DDR4,S  
CNOJT6YN7343179600GEA00  
SUPPORTING IMAGES [Edit](#)

PREV NEXT

**Create Repeat Dispatch**

Available Windows

DATE  
Thursday, 27-Jun-2019 Friday, 28-Jun-2019  
Monday, 01-Jul-2019 Tuesday, 02-Jul-2019  
Wednesday, 03-Jul-2019

TIME  
8 am. - 6 pm. 9 am. - 1 pm. 2 pm. - 6 pm.

PREV NEXT

**Create Repeat Dispatch**

Available Windows

DATE  
Thursday, 27-Jun-2019 Friday, 28-Jun-2019  
Monday, 01-Jul-2019 Tuesday, 02-Jul-2019  
Wednesday, 03-Jul-2019

TIME  
8 am. - 6 pm. 9 am. - 1 pm. 2 pm. - 6 pm.

**CONFIRMATION**  
Dispatch will be scheduled on  
Thursday, 27-Jun-2019 - 9 am. to 1 pm.

CANCEL CONFIRM

PREV NEXT

- Review the dispatch details including contact info, parts, troubleshooting notes etc. & click next
  - The customer contact details like the name, number and email can be edited in this page
  - Service address cannot be changed. If customer requires an address change this needs to be handled by DSP Q
- The scheduling screen would appear next. Choose an available date to see the time slots available
- Check with the customer for the best time slot for service and then choose the relevant time slot on the Scheduling screen
- Click on Confirm to create a repeat dispatch

# CSG Workflow | Step:8 – Generate a service report (e-ROF)



- Review the details captured as part of the service report (including customer email), confirm it with the customer
- If the customer requests for any change in the name, phone number or email it can be edited in this screen
- If the customer requests that the service report be sent to another email ID, the user can add an email ID
- 1 Service Report language can be changed by clicking the blue globe icon
- Users should not add their email IDs or the email IDs of their company
- Get customer signature on the service report & click next
- If the customer is not available or it is not possible to capture the signature due to health and safety reasons, please use the checkbox “Customer declined to sign-off/Customer was not available to sign-off”
- Review the Service report summary page and click Send
- Confirmation will appear on the screen on email sent

Dispatch

Service Report Details en-US

PRIMARY CONTACT  
RAGHUNATH R RAGHUNATH R  
+919880993726 91  
no-email@dell.com  
[Add email](#)

COMPANY  
DELL INTERNATIONAL SERVICES INDIA PVT LTD

SITE ADDRESS  
DFSM Test DFSM  
Test DFSM Test,  
DOMLUR,  
KTK:BANGALORE,  
560071

DPS#  
84914316214

SERVICE TAG  
7Q5P3H2

SLA  
Next Business Day

PRODUCT MODEL  
LATITUDE 5480

ENGINEER DETAILS  
Name : Prabhu Parthasarathy  
ID : 12345

COMPLETED ON  
Thursday, July 04, 2019 | 02:02 pm

ISSUE RESOLVED  
Yes

COMMENTS FROM ONSITE ENGINEER [Edit](#)  
This is a test dispatch to check secondary contact information and also to see if the customer name can be edited while sending the e-ROF.

DIAGNOSTICS [Edit](#)  
Beep Codes **Yes**  
ePSA **Pass**

PREV NEXT

Dispatch

Customer Signature  
Conditions of service and support: Customer agrees that if the Original Part is not returned to Dell within the agreed time frame, an invoice will be issued to the Customer by Dell for the value of the part at Dell's current price and Customer will be liable to pay Dell this amount invoiced.

Customer declined to sign-off/Customer was not available to sign-off

PREV NEXT

Dispatch

Service Report Summary

PRIMARY CONTACT  
Name : Prabhu Parthasarathy  
Phone : +919663387152  
Email : prabhu.parthasarathy@dell.com  
anil.c@dell.com

COMPANY  
DELL INTERNATIONAL SERVICES INDIA PVT LTD

SITE ADDRESS  
DFSM Test DFSM Test  
DFSM Test, DOMLUR,  
KTK:BANGALORE,  
560071

DPS#  
84914316214

SERVICE TAG  
7Q5P3H2

SLA  
Next Business Day

PRODUCT MODEL  
LATITUDE 5480

ENGINEER DETAILS  
Name : Prabhu Parthasarathy  
ID : 12345

COMPLETED ON  
Thursday, July 04, 2019 | 02:02 pm

ISSUE RESOLVED  
Yes

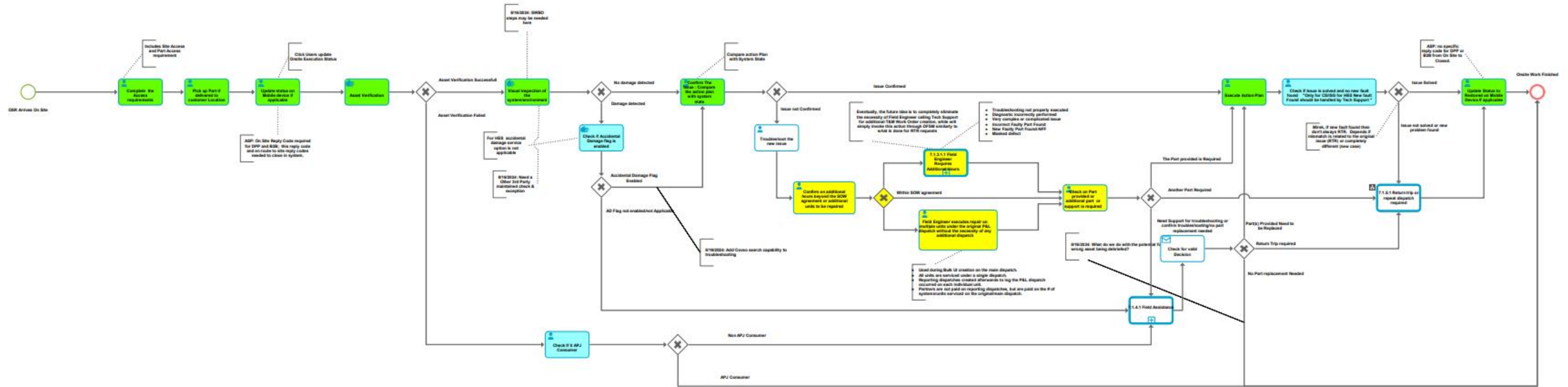
COMMENTS FROM ONSITE ENGINEER  
This is a test dispatch to check secondary contact information and also to see if the customer name can be edited while sending the e-ROF.

DIAGNOSTICS  
Beep Codes **Yes**  
ePSA **Pass**

CUSTOMER SIGNATURE

PREV SEND

# Workflow | ISG Flowchart



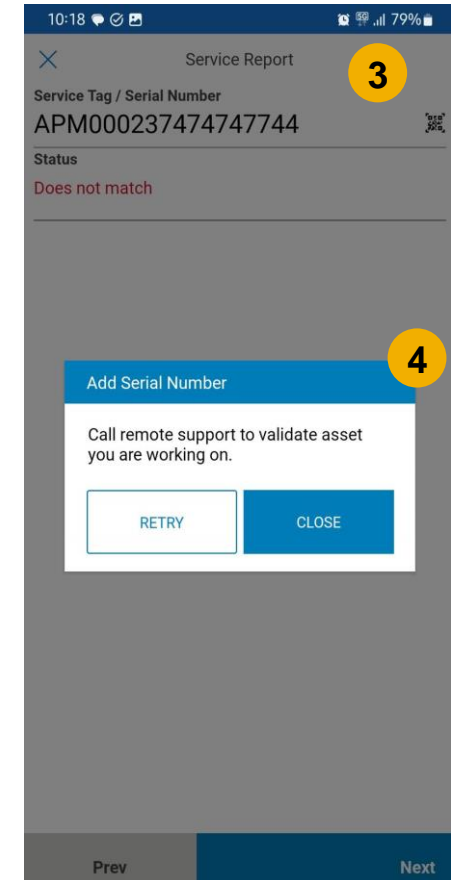
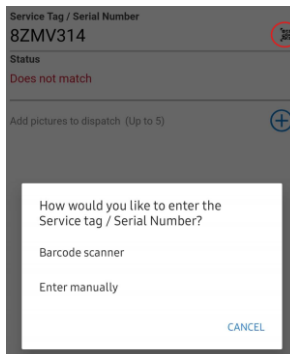
# ISG Workflow | Step:1 – Scan the Serial Number



Refer the slide ([Action Buttons – Start Service](#)) to understand the different options available to start the service call

- 1 Flashlight on/off
- 2 Successful scan result
- 3 Scanned Serial Number does not match
- 4 If the Serial Number does not match, please contact DSPQ to confirm next steps

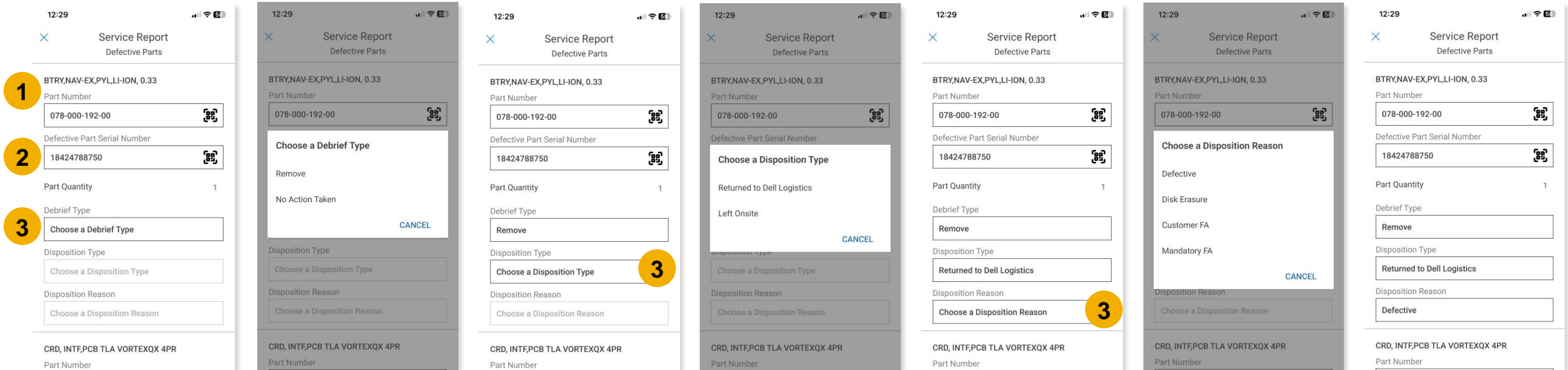
Serial number can be also updated manually by clicking the scan icon



# ISG Workflow | Step:2 A – Parts debrief



## Defective parts



## Defective parts

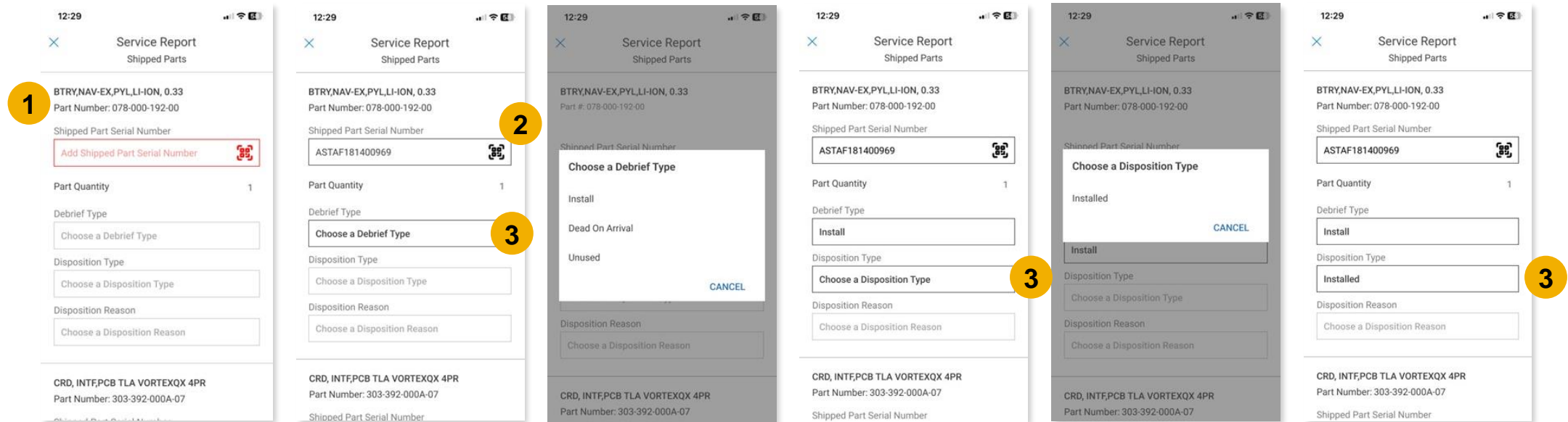
Debrief Type	Disposition Type	Disposition Reason
REMOVE	RETURNED TO DELL LOGISTICS	DEFECTIVE
		DISK ERASURE
		CUSTOMER FA MANDATORY FA
	LEFT ONSITE	DISK ERASURE
		PART RETENTION
NO ACTION TAKEN		

- 1 User will be presented with the list of part numbers Defective Parts for this call.
- 2 User will be prompted to scan the Defective Part Serial Number
- 3 The user must indicate the Type Debrief, the Disposition, and the Reason in the following fields before going to the next step

# ISG Workflow | Step:2 B – Parts debrief



## Shipped parts




## Shipped parts

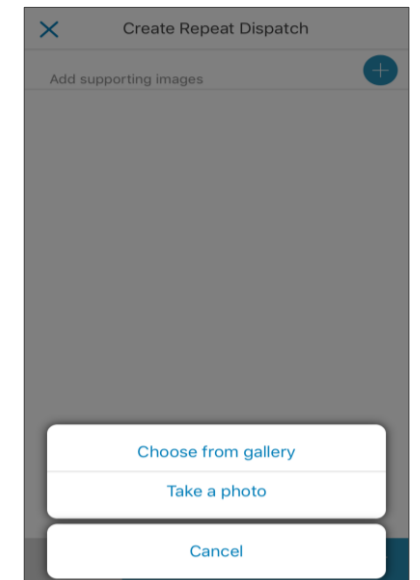
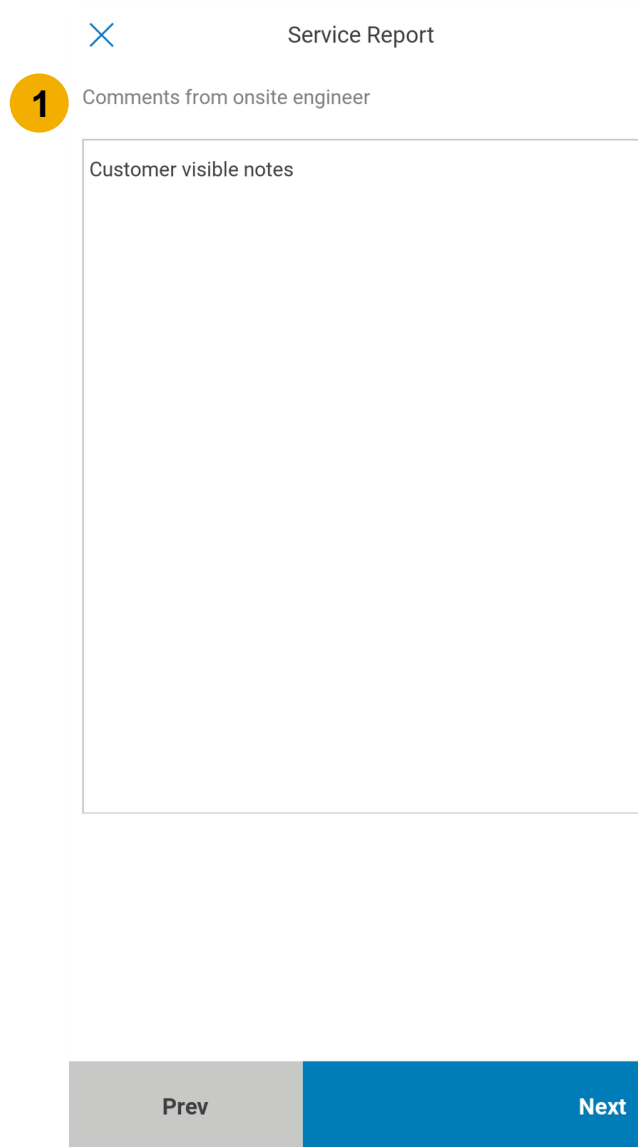
Debrief Type	Disposition Type	Disposition Reason
INSTALL	INSTALLED	
DEAD ON ARRIVAL	RETURNED TO DELL LOGISTICS	DEAD ON ARRIVAL
	LEFT ONSITE	PART RETENTION
UNUSED	RETURNED TO DELL LOGISTICS	UNUSED
	LEFT ONSITE	PART RETENTION RETURN TRIP REQUIRED
	LOST	UNUSED

- 1 User will be presented with the list of part numbers Shipped Parts for this call.
- 2 User will be prompted to scan the Shipped Part Serial Number
- 3 The user must indicate the Type Debrief, the Disposition, and the Reason in the following fields before going to the next step

# Workflow | Step:3 – Add comments & Pictures



- 1 Add any comments relevant to the repair. Note that the comments are visible to customers as well
  - 2 Option to add relevant photos. Those are visible only to Dell personal
- 



# Workflow | Step:4 – Generate a service report (e-ROF)



- Review the details captured as part of the service report (including customer email), confirm it with the customer
- If the customer requests for any change in the name, phone number or email it can be edited in this screen
- If the customer requests that the service report be sent to another email ID, the user can add an email ID
- 1 Service Report language can be changed by clicking the blue globe icon
- Users should not add their email IDs or the email IDs of their company
- Get customer signature on the service report & click next
- If the customer is not available or it is not possible to capture the signature due to health and safety reasons, please use the checkbox “Customer declined to sign-off/Customer was not available to sign-off”
- Review the Service report summary page and click Send
- Confirmation will appear on the screen on email sent

Dispatch

Service Report Details en-US

PRIMARY CONTACT  
RAGHUNATH R RAGHUNATH R  
+919880993726 91  
no-email@dell.com  
[Add email](#)

COMPANY  
DELL INTERNATIONAL SERVICES INDIA PVT LTD

SITE ADDRESS  
DFSM Test DFSM  
Test DFSM Test,  
DOMLUR,  
KTK:BANGALORE,  
560071

DPS#  
84914316214

SERVICE TAG  
7Q5P3H2

SLA  
Next Business Day

PRODUCT MODEL  
LATITUDE 5480

ENGINEER DETAILS  
Name : Prabhu Parthasarathy  
ID : 12345

COMPLETED ON  
Thursday, July 04, 2019 | 02:02 pm

ISSUE RESOLVED  
Yes

COMMENTS FROM ONSITE ENGINEER [Edit](#)  
This is a test dispatch to check secondary contact information and also to see if the customer name can be edited while sending the e-ROF.

DIAGNOSTICS [Edit](#)  
Beep Codes Yes  
ePSA Pass

PREV NEXT

Dispatch

Customer Signature  
Conditions of service and support: Customer agrees that if the Original Part is not returned to Dell within the agreed time frame, an invoice will be issued to the Customer by Dell for the value of the part at Dell's current price and Customer will be liable to pay Dell this amount invoiced.

Customer declined to sign-off/Customer was not available to sign-off

PREV NEXT

Dispatch

Service Report Summary

PRIMARY CONTACT  
Name : Prabhu Parthasarathy  
Phone : +919663387152  
Email : prabhu.parthasarathy@dell.com  
anil.c@dell.com

COMPANY  
DELL INTERNATIONAL SERVICES INDIA PVT LTD

SITE ADDRESS  
DFSM Test DFSM Test  
DFSM Test, DOMLUR,  
KTK:BANGALORE,  
560071

DPS#  
84914316214

SERVICE TAG  
7Q5P3H2

SLA  
Next Business Day

PRODUCT MODEL  
LATITUDE 5480

ENGINEER DETAILS  
Name : Prabhu Parthasarathy  
ID : 12345

COMPLETED ON  
Thursday, July 04, 2019 | 02:02 pm

ISSUE RESOLVED  
Yes

COMMENTS FROM ONSITE ENGINEER  
This is a test dispatch to check secondary contact information and also to see if the customer name can be edited while sending the e-ROF.

DIAGNOSTICS  
Beep Codes Yes  
ePSA Pass

CUSTOMER SIGNATURE

PREV SEND

# User Management Portal

(Partner Admins only)

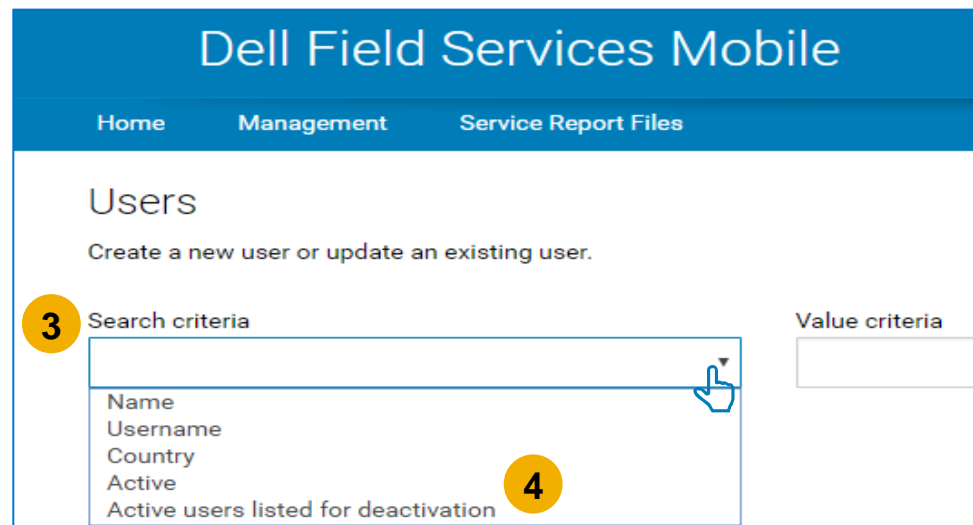
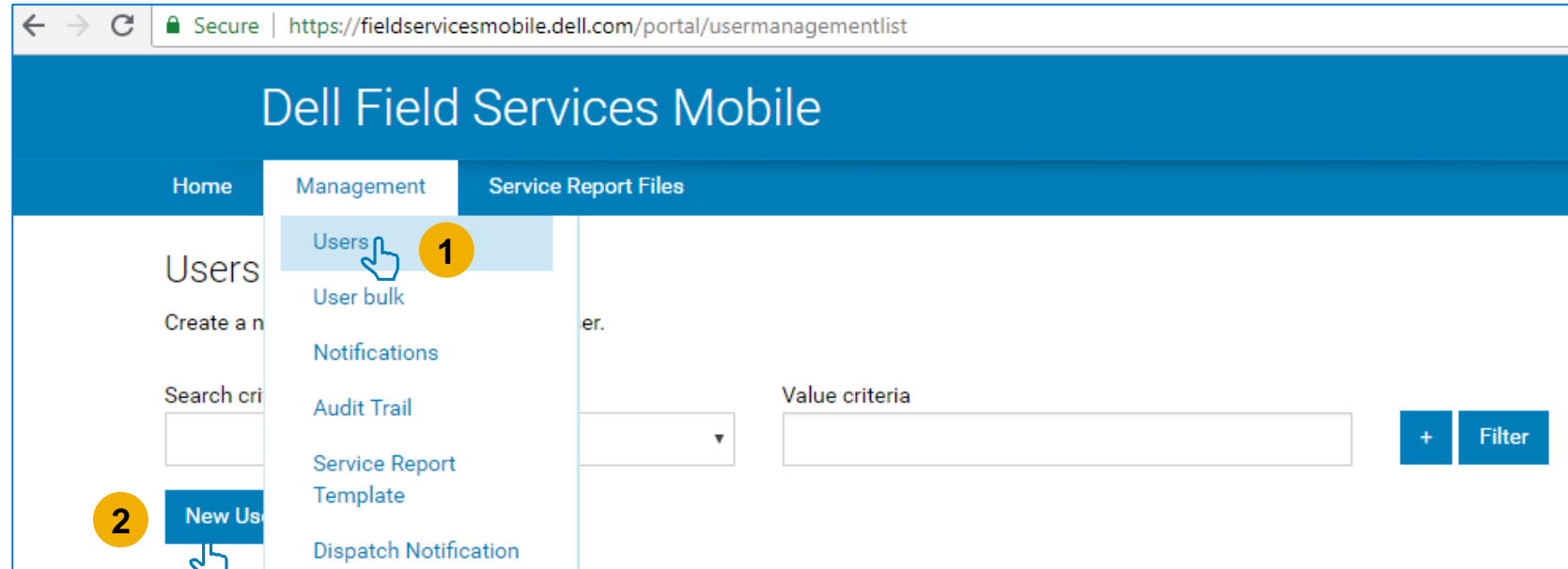
# User management Portal | *Manage Users*



Partner Admins can manage users from the User management portal <http://dfsm.dell.com/>

## Add / Remove Users

- 1 Click Management > Users to display the list of users
- 2 Click on the New User to add a new user
- 3 Search for a specific user by Name, Username, country
- 4 Users will be auto deactivated if no log in for 30 days. Partner Admins can reactivate users(if required) from the portal



# User management Portal | *Manage Users*



## Add / Remove Users

- 1 The quick “Action” menu allows partner admins to activate/deactivate/terminate users
- 2 Click on the “New User” option to add a user. All fields are mandatory

2 New User Export to excel

Last update date	Name	Username	Country	Last login date	Scheduled Deactivation Date (UTC)	Active	Action
09/07/2019 07:47:41			Sweden	14/11/2018 10:45:01	12/02/2019 10:45:01	Yes	Deactivate Update
09/07/2019 00:33:16			India	03/11/2017 06:59:56	01/02/2018 06:59:56	Yes	

## Bulk Uploads

User Bulk - Upload File

Choose File No file chosen

Filename Status

Progress:

Upload Cancel Remove

Download template Close

Users > Create User

Name\* Email/Username\* Role\*

Engineer Id\* DSP Codes\* Enter a new tag

+ Add engineer id and dsp codes

Region\* Country\* Active\*

Select a region Select a country

Cancel Save

- 3 Click on Management > Bulk upload if you have multiple users to be onboarded or deactivated. Download the template & fill in the required details (username, name, DSP code, role, tech ID & country settings)
- 4 Click Choose file followed by upload to add/deactivate users

# User management Portal | Profile photos



## Review Profile Photos

Search and review user profile photo.

Search criteria





Value criteria

Select a Column

Type filter text here...



\* All dates are in UTC format

Date Submitted ^	DSP Code	Country	Username	Tech ID	Photo Review
10/25/2021 13:14:47	ASL	Hong Kong	[REDACTED]	SPL4334	 1
11/02/2021 12:23:00	NCR	Indonesia	[REDACTED]	ID101F05	
11/03/2021 21:43:08	UNY	Brazil	[REDACTED]	513903	
11/03/2021 22:17:55	UNY	Argentina	[REDACTED]	17797032	

- Partner admins can review Last Mile profile photos under “Management” > “Review Profile Photos”

1 Click the photo icon to review

- Photos must be passport style photos and comply with Dell standards

2 If photo must be rejected, please add comments and click “Save”

### Review Photo

**User Informations**

DSP Code: ASL

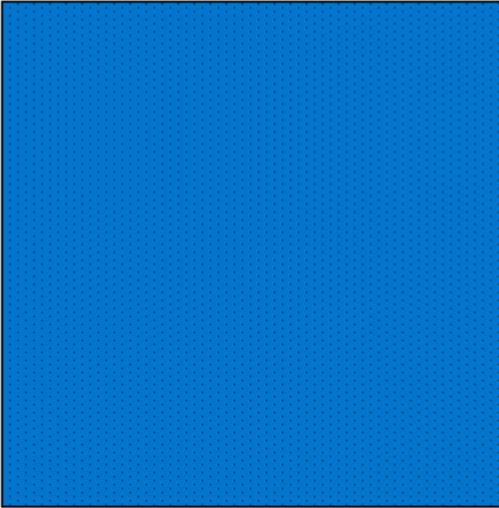
Tech ID: SPL4334

Username: [REDACTED]

Tech Name: [REDACTED]

Country: Hong Kong

**Profile Photo**



2

# User management Portal | Service report (e-ROF) files



**DELL Technologies** Management Reports abdul\_azeez@dell.com

### Service Report Files

Search for uploaded service report files

Search criteria: Select a Column Value criteria: Type filter... + \* All dates are in UTC format

x Created Date - 11/27/2024 - 12/4/2024

Dispatch Number	Engineer ID	Date created	DSP Code	Country	Download
425102510	2312	12/03/2024 15:21:17	UNY	US	
425102493	2312	12/03/2024 15:04:26	UNY	US	
44425103646	0900	12/03/2024 14:39:08	CSS	SK	
06425075795	121	12/03/2024 14:23:09	NSC	DE	
424720460	104549	12/03/2024 12:57:07	UNY	US	
425087287	1552305	12/03/2024 12:46:52	UNY	US	
80425091723	104549	12/03/2024 11:49:42	SRIE	CN	
18424865053	104549	12/02/2024 21:09:24	CSS	CZ	
425103497	456	12/02/2024 19:48:17	WIPRO	IN	

- 1 Partner admins can search using “DPS#”, Engineer ID, date create, DSP code, region/country etc. to filter down to a specific service report. **Ability to download the PDF files was disabled.** If partners need Service report details, they must reach out to their Dell Field Services contact

# DFSM scope

# CSG Scope – When to use DFSM vs Call DSP Queue



**Contact Matrix**

<b>DSP - DFSM Guidelines</b>	<b>DFSM</b>	<b>DSP Queue</b>	<b>Others</b>
Confirmed Part Failure with Diagnostic Code (Specify Tool, Error and Validation).	Yes	No	NA
Confirmed Part Failure with Known Good Part (Specify Tested with Known Good Part): Capture PPID picture for the failed part and known good part.	Yes	No	NA
Missing, Wrong or Damage Part (Capture PPID, Part Number and Picture): Picture of the box with SER# and Part Number clearly visible. Picture with clear visibility of the damaged part with SER and PPID.	Yes	No	NA
Dead on Arrival Part. EPSA diagnostics to be run wherever possible. Dispatch request to have validation code. Wherever ePSA validation code not available, provide detailed troubleshooting steps.	Yes	No	NA
DOA with back up parts. If ePSA/diagnostoc error code and validation code is available for back up part raise dispatch through DFSM (Primary + Backup), else call into Technical Support (TS).	Yes	Yes	NA
Confirmed Part Failure - No Diagnostics code or No Known Good Part (Specify that diags cannot be run or diags unavailable; Specify Logical Troubleshooting (e.g. No Power / No POST -Strip System, Release Flea Power, Clear CMOS, Recover BIOS, Update BIOS). PPID Picture is mandatory for all major Commodities.	Yes	No	NA
Engineer Induce Damaged.	Yes	Yes	NA
Dispatch has same day SLA.	Yes	Yes	NA
No clear indication of parts needed. System passes all diagnostics and logical troubleshooting, but issue remains.	No	Yes	NA
PPID issue (PPID doesn't match of label unreadable) / Non Dell Part / Invalid part found in system / Service Tag Mismatch against Dell Support logged service call.	No	Yes	NA
Customer Induced Damaged.	No	Yes	NA
Customer Not Available / Cannot Reach Customer.	No	Yes	DSP CRM / Fusion / GCC / WeeChat
Part on Hold, Not Available, Not in Country or Not Delivered.	No	Yes	DSP CRM / Fusion / GCC / WeeChat
Engineer directed to contact Technical Support.	No	Yes	NA
Customer refused service.	No	Yes	DSP CRM / Fusion / GCC / WeeChat
Customer Escalation.	No	Yes	NA
Third repeat dispatch - Ri4+.	No	Yes	NA
System is Out of Warranty (OOW).	No	Yes	NA
OS Media Required.	No	Yes	NA
Process related. Questions or Approvals (ID, Complete Care, Dead Pixels, Plastics, etc.).	No	Yes	NA
Customer wants to retain HDD (Non KYHD/KYC).	No	Yes	NA
Not able to duplicate the failure and customer fine with not replacing.	No	Yes	DSP CRM / Fusion / GCC / WeeChat
Unclear troubleshooting notes in the original dispatch and requiring clarity / case history.	No	Yes	NA
To request AMT when the system does not have the AMT sticker.	No	Yes	NA
OCONUS or Federal (US only) dispatch	No	No	US Federal Support Queue
Pre-imaged HDD failure	No	Yes	NA

# Downloading Instructions & Terms of Use

# Download/ General Instructions



- Download & Install the new version of the app when the tool prompts
- Download the latest version from: <https://dfsm.dell.com/download/> or QRC:
- Register your email in [www.dell.com](http://www.dell.com)
- Prerequisites for using the DFSM app
  - User should have an active account in [www.dell.com](http://www.dell.com)
  - The user ID has to be added and be set to active in the DFSM Web portal.
  - Tech Direct and DFSM should have same user name and tech ID.
  - Minimum OS version to run DFSM app: Android: 6.0 or above. iOS: 9.0 or above
- DFSM app doesn't support Windows based OS
- Tool will guide through different workflows – please be aware of what is asked
- Tool issues preventing dispatch should be worked through DSPQ as needed

Android App QR Code



iOS App QR Code



# Terms of Use

- User will be prompted with the “Terms to use” message during first time logon
- The message will appear every time a new version is installed
- User will have the option to accept or decline
- User will not be able to log in if the “Terms of use” is declined
- Once “ I Accept” is selected, user is presented with the log on screen to log into the app



## Terms of Use

The Dell Field Service Mobile Application does not collect any personal information about the user other than email, engineer ID, OS version and device model. The application displays information from Dell's CRM applications relevant to your service calls. In addition, the application will request access to the camera on your mobile device so that you can upload images of customer equipment relating to a given service call. No other access to images is enabled. By installing the application, you agree to the collection and use of this data according to the terms of Dell's Privacy Statement:

### Privacy Statement

I DECLINE

I ACCEPT

# Frequently Asked Questions

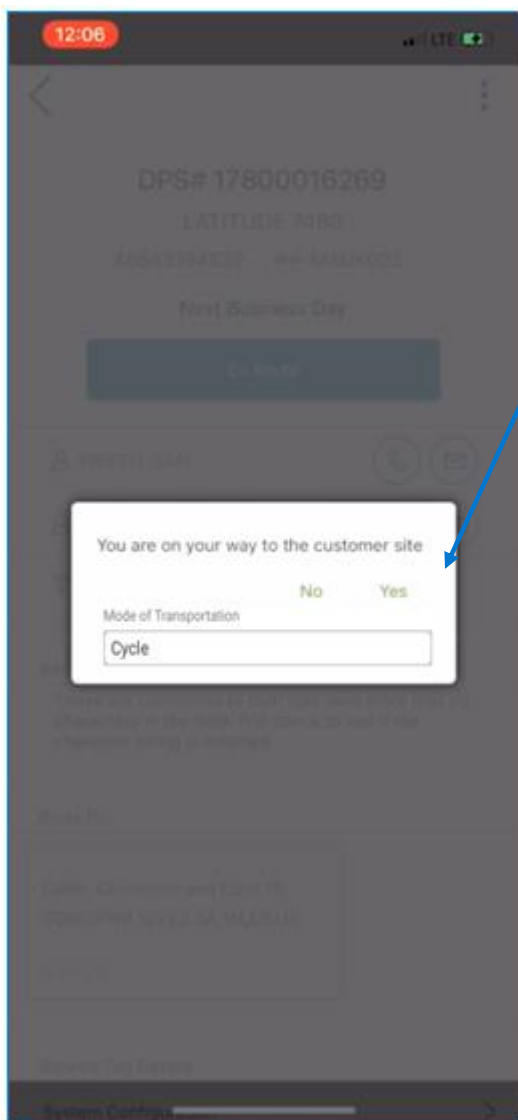
# FAQ's



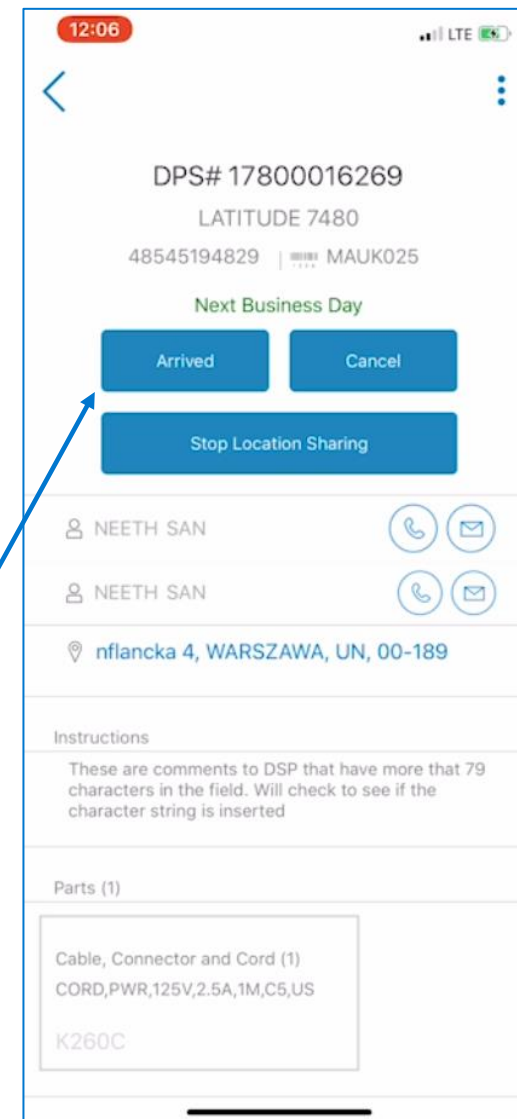
- Error in iOS “Cannot install applications, because the certificate for field servicemobile.dell.com is not valid”
  - Follow the instruction in <https://support.apple.com/en-in/HT204460> to enable enterprise Apps
  - For iOS 15 and above follow the instruction in <https://support.apple.com/en-in/HT204477>
- Error “Failed to sign in. Please try again”
  - Check network connectivity and try again
  - If user is already connected to network, try uninstalling & reinstalling the app
  - In case step 1 & 2 doesn't resolve the issue, reset password and try again
- Error: “Authentication Failed. Please try again / “Unable to authenticate against tech direct” / “Failed to Login”.”
  - Ensure that your TechDirect & My Account profiles are active & you can log into TechDirect
  - Attempt password reset via the My Account portal ([Dell MyAccount](#)) to fix the issue
  - Partner admin to validate if profile is set to “Active” in DFSM portal - <http://dfsm.dell.com/>
- I received an error message, “You do not have access to create a repeat dispatch. Please contact Dell Support”
  - DFSM is checking for certain business rules, and some will block the creation of a repeat dispatch. If a repeat is required but can't be created in DFSM please contact DSPQ
- I received an error message, “This dispatch status does not allow for a repeat dispatch to be created from the app. Please contact Dell support to proceed.”
  - A repeat dispatch can only be created on a prior dispatch that is still in “Work In progress” status.
  - You can still follow the proper call closure steps, just request the repeat dispatch first- You could also request the repeat dispatch post call closure within the same calendar day
- What actions do I need to take based on the Dispatch Status?
  - For Sync Issue refresh the “requests” tab to try and submit the request again. If the status continues to be in “Pending Sync” for more than 2 mins contact Dell Tech Support
  - For Cancelled & failed call status, call into the DSPQ to make sure the customer's issue is resolved
- Why do I need to always add ePSA result if the issue is resolved?
  - It is Dell's requirement to always run ePSA after every repair. This will ensure that any possible issues are identified prior leaving onsite

# Back-Up

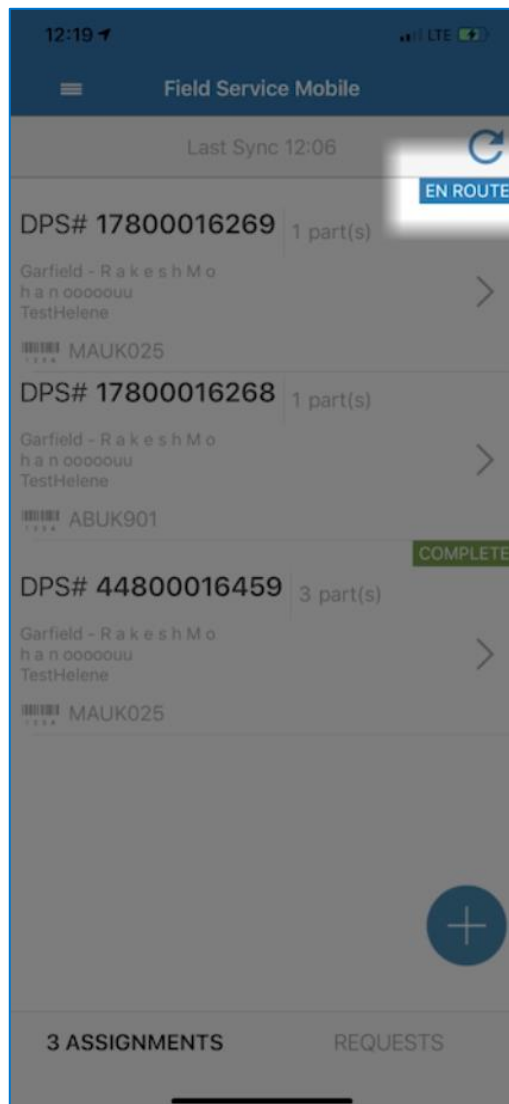
# En Route Service Options



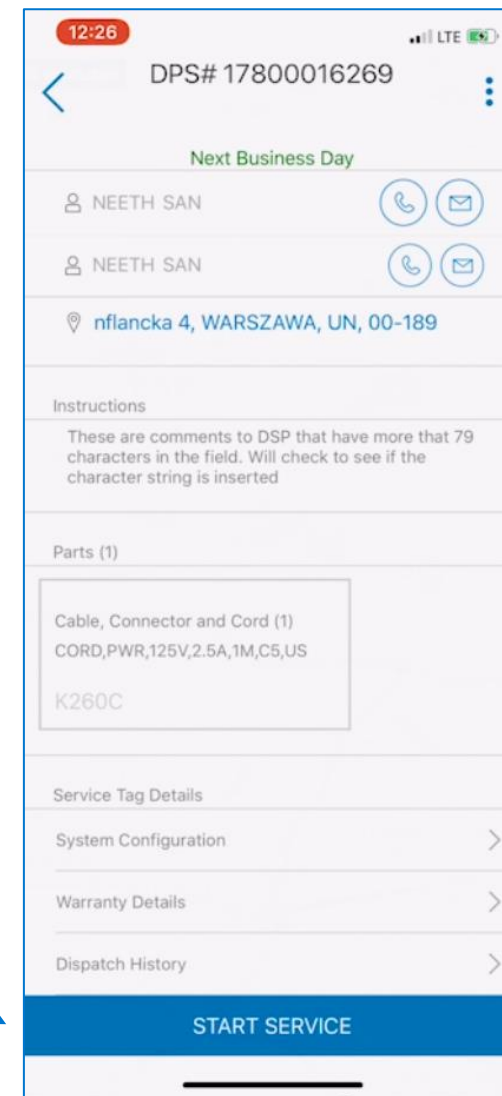
- After pressing the "En Route" button we will see a confirmation screen and an option to change the mode of transportation
- If we select "YES", the customer will receive a confirmation email and SMS (depending on the option that is available to contact the user).
- The email and SMS that the client will receive contains a URL link where they can see the real-time status of the service and the location of the on-going engineer.
- If we select "No", the action will simply be canceled.
- On the service summary page, we will see new options available:
  - Arrived: This option can be selected when the engineer has arrived at site.
  - Cancel and Stop Location Sharing: These options stop the location sharing feature with the customer.



# Status of Route Services in My Assignments



- If we go back to the "My Assignments" screen we will see that the Service in which we select the option to share location by means of the "EnRoute" button, now shows the status of which is currently "EnRoute".
- Based on geofencing, once arrived at the customer location will DFSM automatically change the status to arrived
- If DFSM does not change to "Arrived" automatically, user must either click "Arrived" or "Start Service"
- To start the service, simply follow the standard steps of using DFSM by clicking "Start Service"

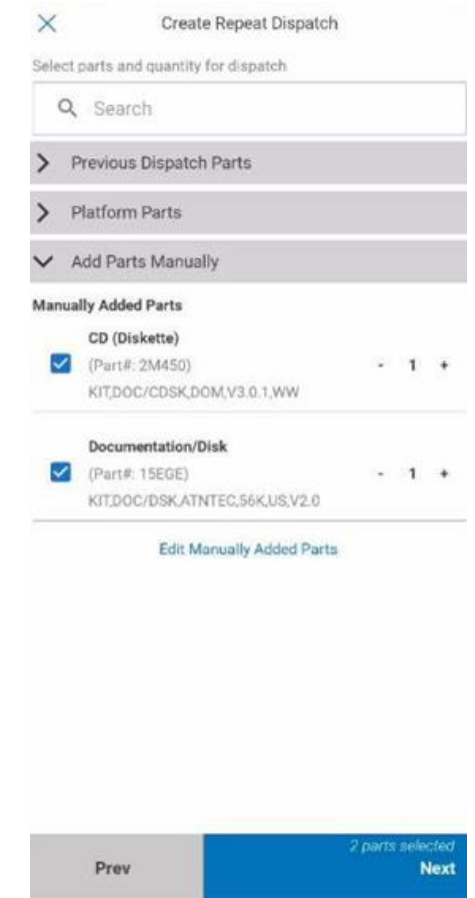
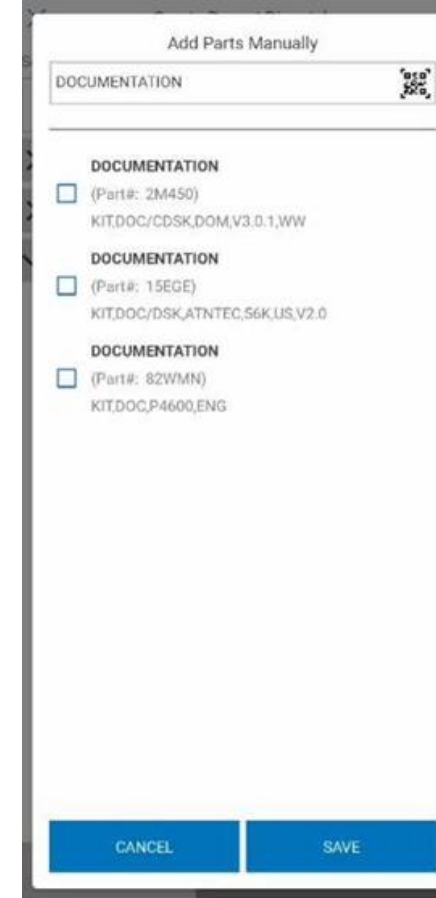
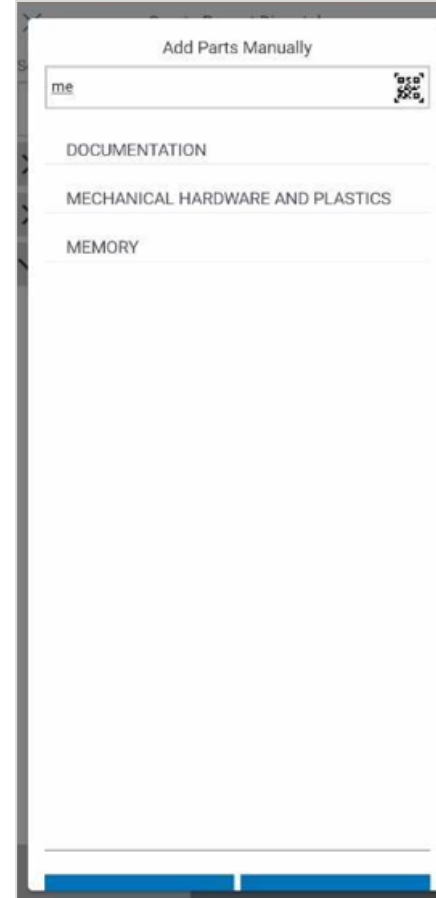
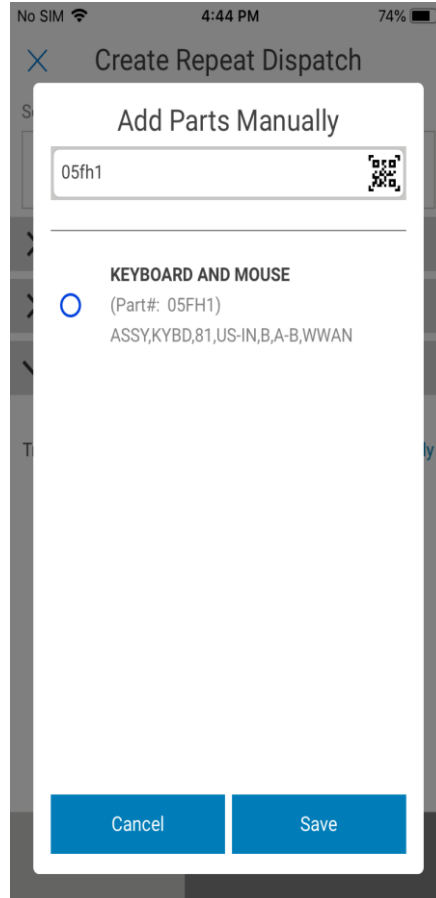




# Dispatch Workflow | *How to Add Parts Manually*

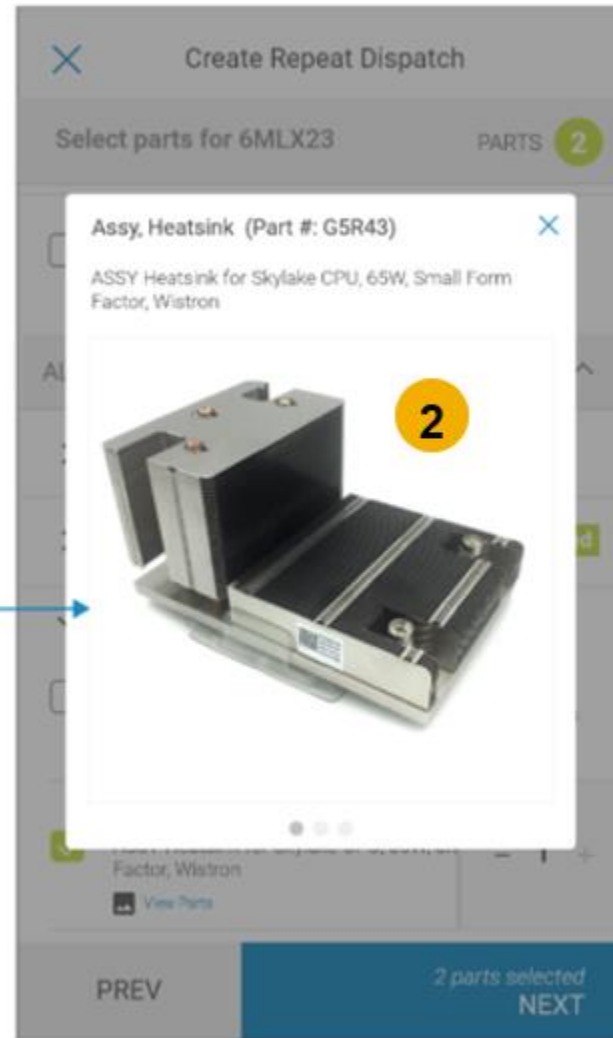
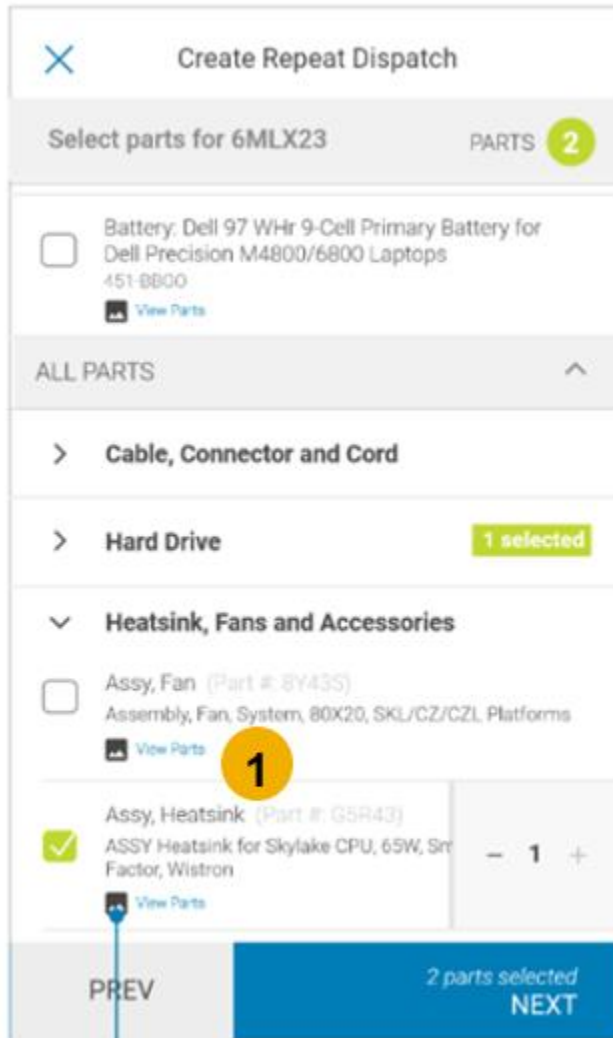
- Please use “Manual parts” only when required parts are not in the “Previous dispatch parts” or “Platform parts”
- Part can be searched by PPID or Part Number of the defective part
- You can also search by part description

Never order parts that were not shipped with the system. In case of any doubts please contact Dell Technical Support





# Dispatch Workflow | *View picture of requested parts*



- 1 Click "view parts" to view the picture of the part being ordered in the repeat flow
- 2 The image of the part is populated – Engineer could compare the picture with the physical part to make sure that the correct part is being ordered

# Change Control History

Version	Date	Author	Description	Modified Sections
1.0	4 <sup>th</sup> July 2017	John KJ	First Full Version	
2.0	19 <sup>th</sup> September 2018	John KJ	Updated Service flow & Dispatch scheduling	All except the download instructions.
4.2	11 <sup>th</sup> July 2019	Prabhu Parthasarathy	Updated service flow & service report	1 & 2
5.1.5	3 <sup>rd</sup> January 2020	Prabhu Parthasarathy	Updated Menu Options, Workflow Offline features, Last Mile, User Management & FAQ	All except Scope.
6.2.4	29 <sup>th</sup> December 2021	Lubomir Jurik Prabhu Parthasarathy	Updated Menu Options, AR Assistant, PRM, User Management, Manual addition of parts, Download Instructions & FAQ	All
6.4.5	22 <sup>nd</sup> February 2024	Lubomir Jurik	Added new features – rescheduling, photo attachments, system specific notifications	“Menu Options” section
7.0.5	5 <sup>th</sup> December 2024	Lubomir Jurik	Updated Dispatch details screens, User management and added new ISG specific workflows	Dispatch details screens, ISG specific workflows & User management

**DELL**Technologies

# Contact Guidance

Complex issues, where there is a risk of ordering excessive number of parts > contact the DSPQ and consult such case over the phone prior ordering any part(s).



## DFSM

- **Confirmed Part Failure with Diagnostics Code** (Specify Tool, Error and Validation)
- **Confirmed Part Failure with Known Good Part** (Specify Tested with Known Good Part): Capture PPID picture for the failed part and known good part.
- **Confirmed Part Failure with troubleshooting steps** - No Diagnostics code or No Known Good Part: *Specify that diags cannot be run or diags unavailable; Specify Logical Troubleshooting (e.g. No Power / No POST -Strip System, Release Flea Power, Clear CMOS, Recover BIOS, update BIOS).* PPID picture is mandatory for all major commodities.
- **Missing, Wrong or Damage Part** (Capture PPID, Part Number and Picture): *Picture of the box with dispatch and Part Number clearly visible. Picture with clear visibility of the damaged part with dispatch and PPID.*
- **Dead on Arrival Part.** EPSA diagnostics to be run wherever possible. Dispatch request to have validation code. Wherever ePSA validation code not available, provide detailed troubleshooting steps.
- **Engineer Induced Damage** – Specify in the notes reason of the damage.

DOA – Dead on Arrival PPID – Piece Part Identification/Part Serial Number

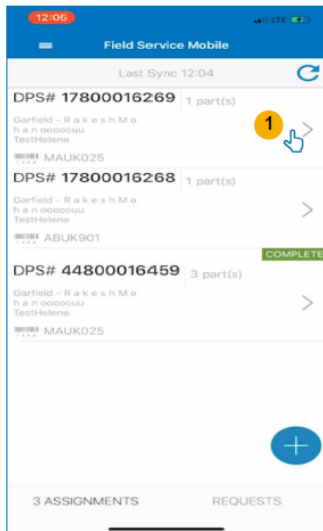
**DSPQ Contact Documentation** → Please note in the Closure Notes that you have contacted the DSPQ, including the agent's name and a summary of your conversation.



## DSPQ / Remote Support

- **Service Tag Mismatch**
- **Wrong Part Ordered: Incompatible Part/Incorrect specifications** (Capture PPID, Part Number and Picture):– Part number received matches the part number in the box and in the dispatch.
- **Unclear troubleshooting notes** in the original dispatch and requiring clarity/case history.
- **PPID issue** (PPID doesn't match or label unreadable) / **Non Dell Part** / **Invalid part found in system**
- **Engineer directed to contact Technical Support** via Dispatch instructions
- **Customer Induced Damaged (CID)** not identified upfront by Remote Support
- **Accidental Damage/Complete Care and Process related. Questions or Approvals** (Dead Pixels, Plastics, etc.).
- **LCD screen scenarios before replacement** – Damaged, failure is NOT the same as reported, LCD BIST displays black(off) and white or LED flashes white and off (potential LCD crack/accidental damage).
- **No clear indication of which parts are needed.** The system passes all logical troubleshooting, but the issue remains.
- **Third repeat dispatch**
- **OS Media Required.**
- **Customer wants to keep major components** (Non KYHD – Keep Your Hard Drive/Non KYC –Keep Your Component).
- **Pre-imaged HDD failure**
- **Docking station failure** (Docking station dispatch should be created by the DSPQ)
- **Need multiple parts under the same commodity** (e.g., modular power supply)
- **Customer Escalation**
- **High RDR Predictor dispatch:** Exhausted scenarios under DFSM contact guide
- **OCONUS or Federal (US only) dispatch**

# Action Buttons | Dispatch Details 1 of 12 : En Route – Last Mile



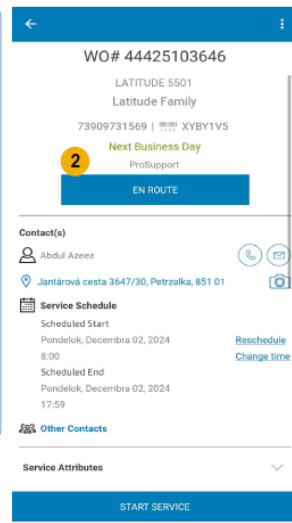
- 1 Enter the dispatch details from the "My Assignments" screen
- 2 On the information screen press the blue "En Route" button

EnRoute might not be enabled for all users. If you have questions, please contact your manager

In case the address provided in the dispatch is insufficient or incorrect you might see "Failed to start EnRoute" error. If this happens, please continue without using EnRoute

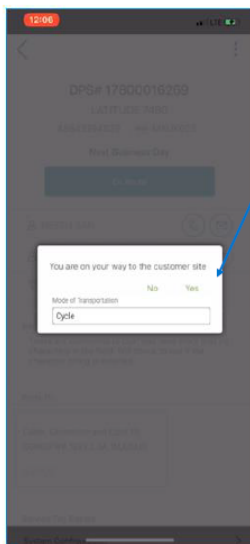
For partners who have enabled updates from DFSM is clicking "EnRoute" generating the "EnRoute" timestamp.

[Click here for more details on En Route](#)

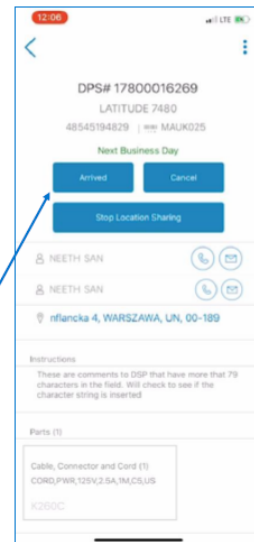




## En Route Service Options



- After pressing the "En Route" button we will see a confirmation screen and an option to change the mode of transportation
- If we select "YES", the customer will receive a confirmation email and SMS (depending on the option that is available to contact the user).
- The email and SMS that the client will receive contains a URL link where they can see the real-time status of the service and the location of the on-going engineer.
- If we select "No", the action will simply be canceled.
- On the service summary page, we will see new options available:
  - Arrived: This option can be selected when the engineer has arrived at site.
  - Cancel and Stop Location Sharing: These options stop the location sharing feature with the customer.

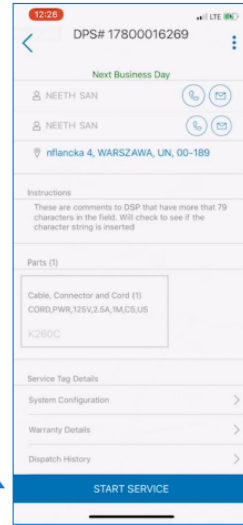




# Status of Route Services in My Assignments



- If we go back to the "My Assignments" screen we will see that the Service in which we select the option to share location by means of the "EnRoute" button, now shows the status of which is currently "EnRoute".
- Based on geofencing, once arrived at the customer location will DFSM automatically change the status to arrived
- If DFSM does not change to "Arrived" automatically, user must either click "Arrived" or "Start Service"
- To start the service, simply follow the standard steps of using DFSM by clicking "Start Service"



### How to resolve logging in issues

- If you know the technician has not logged into the DFSM app in the 30 or more days, contact the Dell PMO team for assistance, the account may have been deactivated. Please email Susan.Rudolph@unisys.com and Tiffany.Thorson@Unisys.com for assistance.
- If you receive 'Unexpected error message; please turn off WIFI and try again.
- If this does not resolve the issue, please have the technician change their password from TechDirect website <https://tdm.dell.com/portal/>, click Sign in and then Forgot your password? Dell will send the technician an email with a link to update their password.
- If that does not resolve the issue, you may need to reinstall the app.
- **Android phones:**
  1. Please uninstall the app, reboot your phone (very important), and install the app again.
    - a. (Unisys) Android - Use the Chrome browser without the suitcase to install DFSM or it will be blocked.
    - b. **Android - Located in the Play Store search -DFSM-Dell Field Service Mobile, the link will not expire.**
    - c. [Android DFSM App](#)
- **Apple Phones:**
- Dell provides a new link every 3 days, please check with GFO or the Dell PMO team for the latest link.
  2. When you receive the latest link, you will need to uninstall the app, reboot your phone (very important), and install the app again.

### How to resolve PPID Issue

Field action/Request for field technicians: For cases with 20-digit PPIDs captured via the DFSM Scanner feature, the field techs should manually enter the revision number at the end of the scanned PPID. The revision number is included in the PPID on the part or the sticker on the packaging (see item #3 with example/picture below).

Situation: The current DFSM logic requires PPIDs to be captured with the revision number at the end, resulting in a total of 23 digits, and it must be in UPPER Case.

Dell action - Proposal (for future DFSM IT release):

- We have submitted a request to the DFSM IT to change the logic to accept any PPID which is anywhere between 20 & 23 digits long. The proposal also includes a change for the DFSM logic to accept both UPPER & lower cases as a valid input.
- There is no ETA yet on when this will be deployed in production, we will keep you all informed when we know the date. “

1. Error message: PPID error message when capturing 20-digit PPID parts. That is a valid PPID but it is missing the 3 digit revision number.

- Example: DPS 457039593 - Motherboard PPID not consumed by DFSM (invalid PPID message).
- It is missing 3 digits that correspond to the Revision Number, examples: A00, A01 or A02.

## PWA, Planar

PWA,PLN,U,V5-1145G7,16WW,7V3,S

(Part #: KND83)



Part Used

Problem entering PPID?

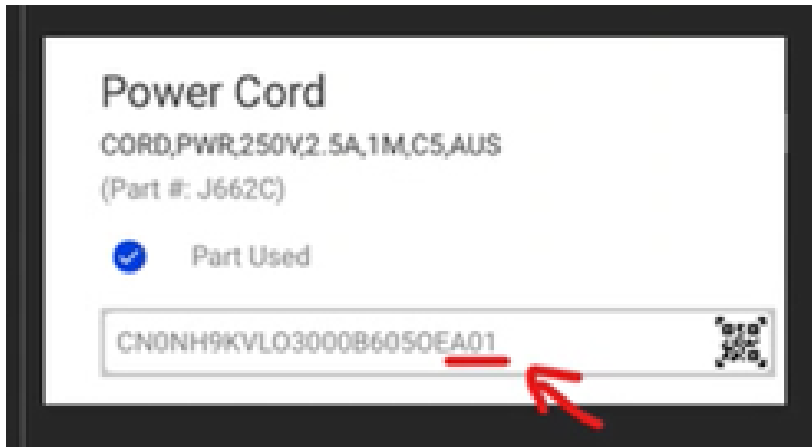
CN05JPMCCMK0028T04F4



Please enter a valid PPID

- PPID captured via the DFSM scanner has a total of 20 digits:
  - CN – Canada
  - 05JPMC – Dell Part Number
  - CMK00 – MFG ID
  - 28T – Date Code
  - 04F4 – Serial number

2. Complete PPID captured (23 characters that include the revision number) – See below picture with example:



3. Example of where field techs can find the Revision Number (see the item underlined in red). This shows a Revision Number = A00



# ServiceNow Agent – Install, Configure and Login to ServiceNow Agent App

---

Version 1.2

# Learning Objectives

---

**By the end of this training module you should know:**

- Installing and Configuring ServiceNow Agent Mobile App
- Accessing ServiceNow Agent Mobile App
  - Sign-on & Access

# ServiceNow Agent – Download and Install

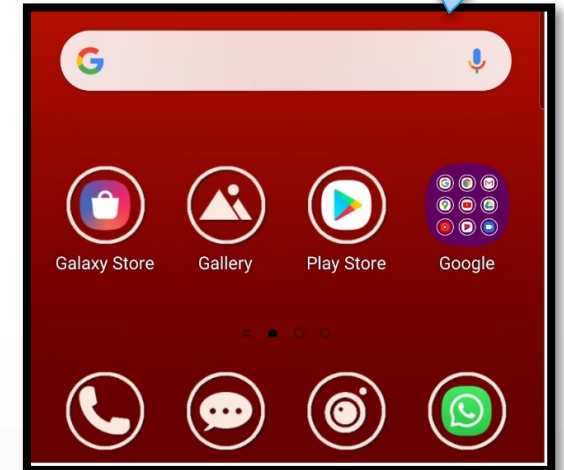
The ServiceNow Agent app **must** be installed from **Google Play Store** for **Android** phones and from **App Store** for **iPhones**

- To install ServiceNow from **Google Play Store**, go to:
  - <https://play.google.com/store/apps/details?id=com.servicenow.fulfiller>

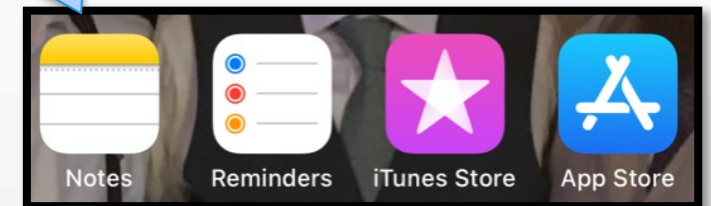
Or

- Tap Play Store on your phone
- To install ServiceNow from **App Store**, tap App Store on your iPhone

Android



iPhone

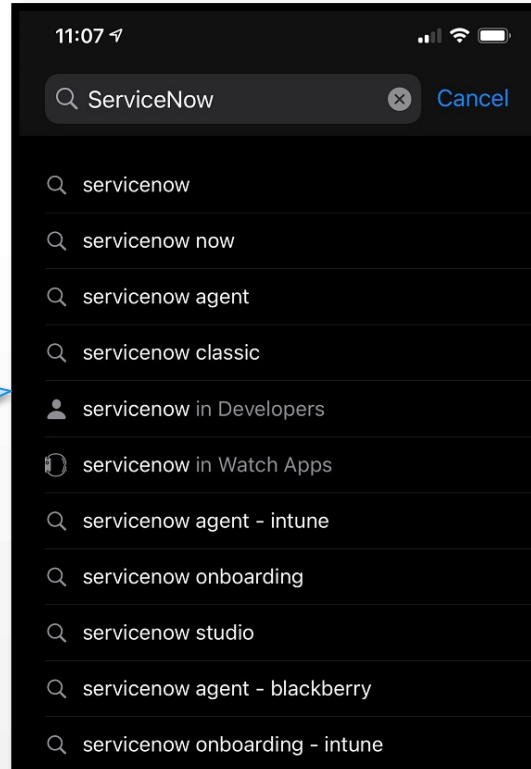


**For iPhone you must have iOS 13 installed. iPhone 6 does not support iOS 13.**  
**Android phone minimum OS is 7.0 Nougat.**

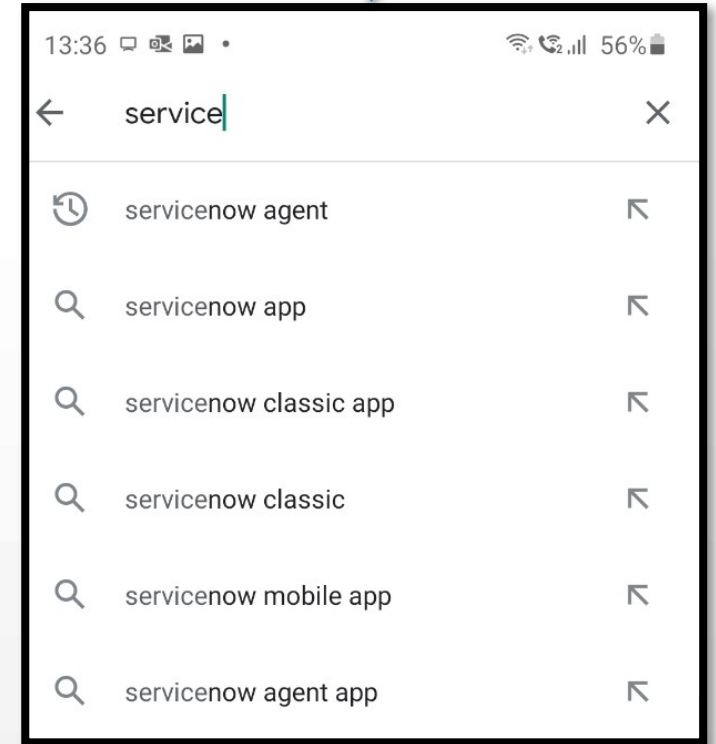
# ServiceNow Agent – Download and Install

1. In the search field type **ServiceNow Agent**
2. Select **ServiceNow Agent**

iPhone



Android



# ServiceNow Agent – Download and Install

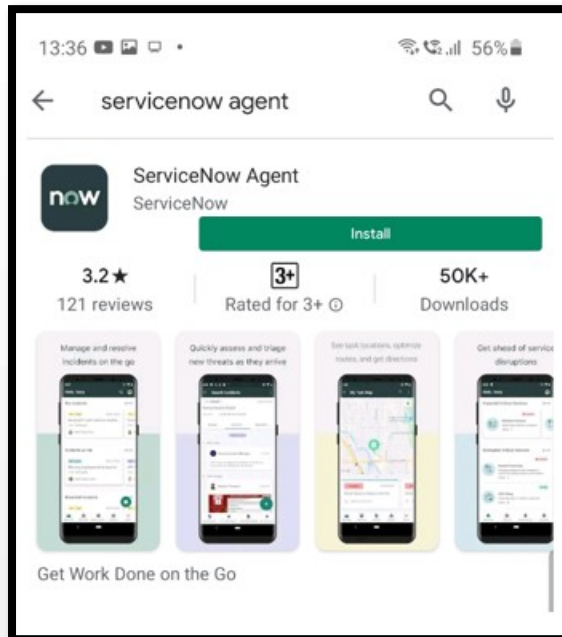
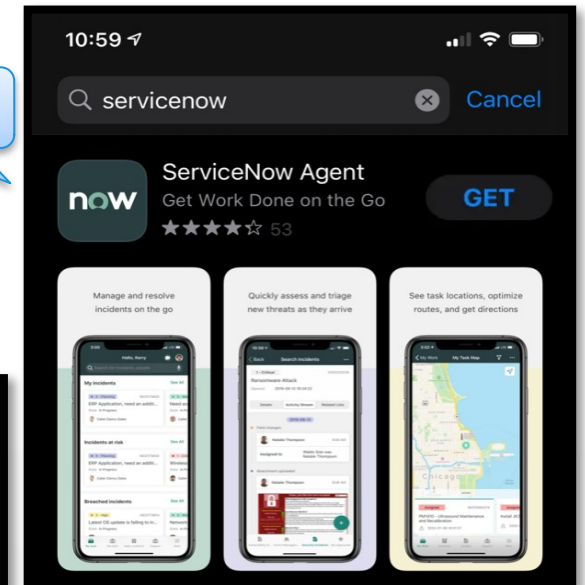
3. Tap **Get** on your **iPhone** - you'll be asked to validate the download by entering your Apple ID (or use Touch ID or Face ID, depending upon how your iPhone is configured)

or

Tap **Install** on your **Android** device

- Installation will take a few seconds to a few minutes depending on the speed of your internet network

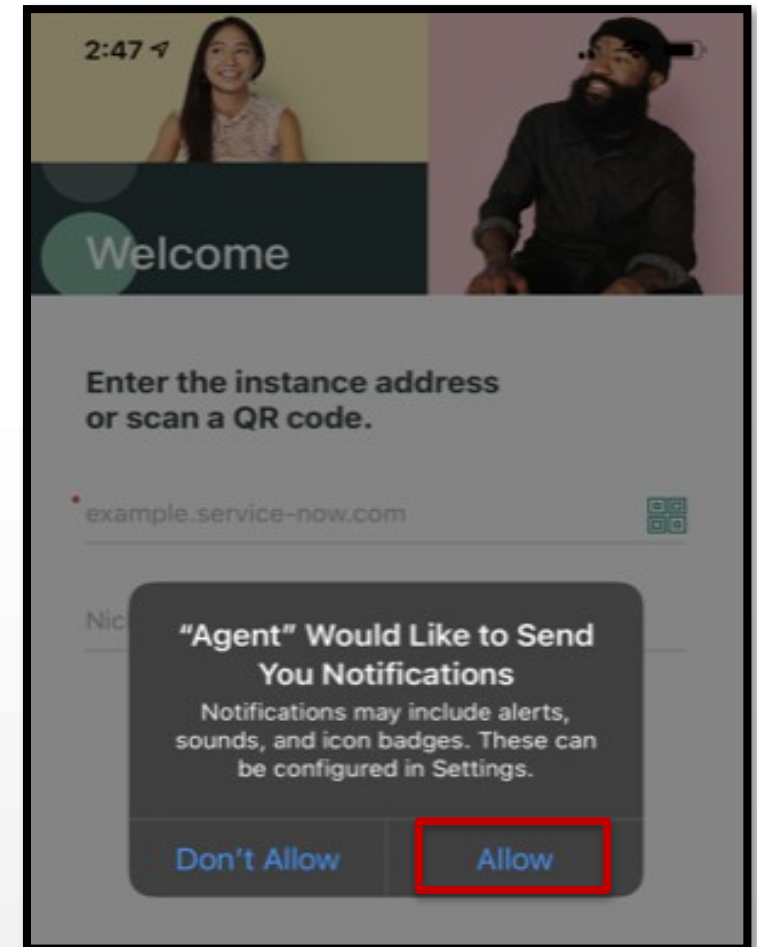
iPhone



Android

# ServiceNow Agent – Configuration

5. Open the app
6. Select **“Allow”** to the notifications setting for ServiceNow Agent





**UNISYS**

Securing Your  
Tomorrow®

**ServiceNow Agent**

**Login**

---

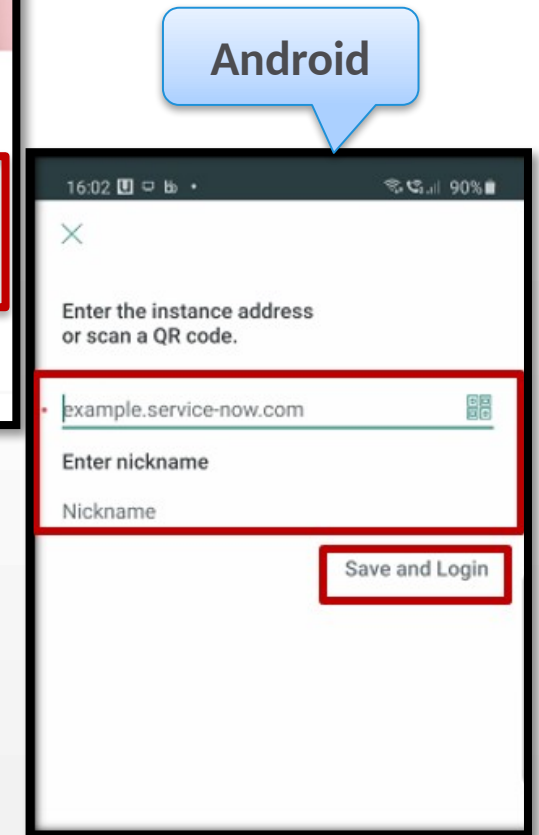
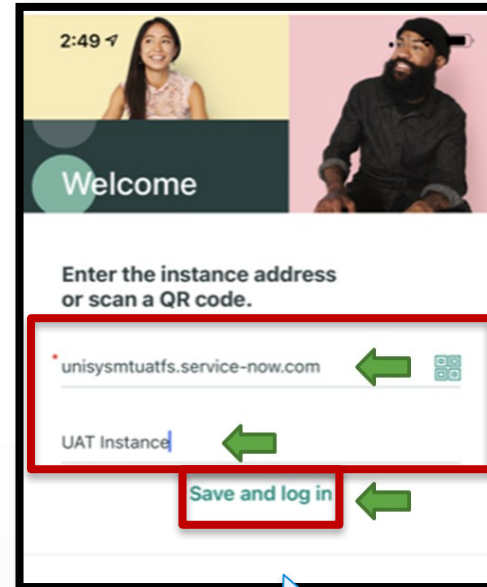
# ServiceNow Agent – Login

Tap to open the ServiceNow Agent app

1. Enter the **instance address** and a **nick name** for it, and tap **Save and Login**
2. Enter the below URL:

You may choose from the following URLs depending on the requirement:

- **ServiceNow Production:**  
<https://unisysmtfs.service-now.com>
- **UAT (Test instance):**  
<https://unisysmtuatfs.servicenow.com>
- **Test FS:**  
<https://unisysmttestfs.service>



# ServiceNow Agent – Login

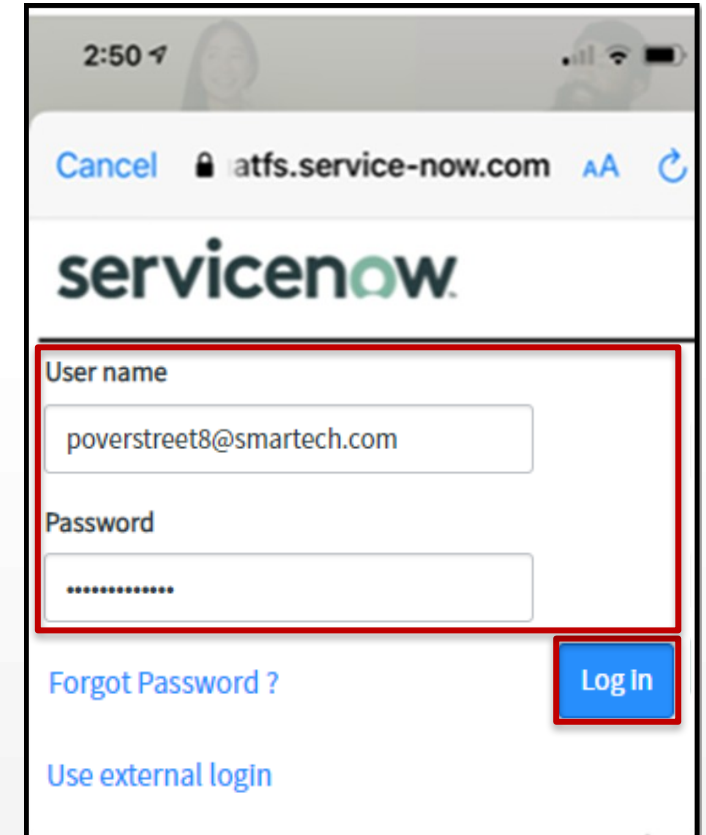
## 3. Enter your **User name** and **Password**

[Do not attempt to log in with Unisys mail address](#)

**User name** is

A. Your **company mail address**  
(name@company.com)

- Use the **password** that has been shared by your Manager after resetting password upon ServiceNow User record establishment

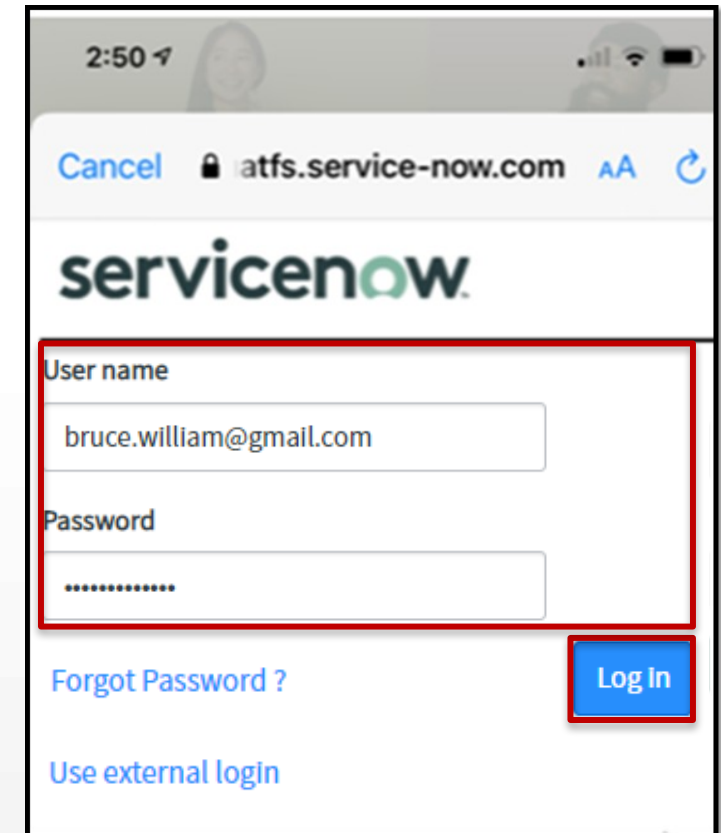


The screenshot shows a mobile browser interface for the ServiceNow login page. The address bar displays 'atfs.service-now.com'. The ServiceNow logo is prominently displayed. Below the logo, there are two input fields: 'User name' and 'Password'. The 'User name' field contains the text 'poverstreet8@smartech.com'. The 'Password' field is masked with dots. A blue 'Log In' button is located to the right of the password field. Below the login fields, there are links for 'Forgot Password?' and 'Use external login'.

# ServiceNow Agent – Login

---

- B. If your company does not have its own domain, utilize your **private mail address** (e.g.: name@gmail.com)
- Use your private mail account **password**



The screenshot displays the ServiceNow Agent login interface on a mobile device. The browser address bar shows the URL 'atfs.service-now.com'. The ServiceNow logo is prominently displayed. Below the logo, there are two input fields: 'User name' with the text 'bruce.william@gmail.com' and 'Password' with masked characters. A blue 'Log In' button is located to the right of the password field. Below the login fields, there are two links: 'Forgot Password?' and 'Use external login'.

# ServiceNow Agent – Login

---

- C. In case you are a **Subcontractor of an Service Partner**, enter User name as **firstname.lastname@company** (without .com)
- Use the **password** that has been shared by your Manager after resetting password upon ServiceNow User record establishment

4. Tap **Login** - ServiceNow Agent will load shortly

The screenshot shows a mobile browser interface for the ServiceNow Agent login page. At the top, the time is 2:50 and the URL is atfs.service-now.com. The ServiceNow logo is prominently displayed. Below the logo, there are two input fields: 'User name' with the text 'nieemollison@smartech' and 'Password' with masked characters. To the right of the password field is a blue 'Log In' button. Below the password field, there is a 'Forgot Password?' link and a 'Use external login' link. A red rectangular box highlights the entire login form area, including the input fields and the 'Log In' button.

# ServiceNow Agent – Login

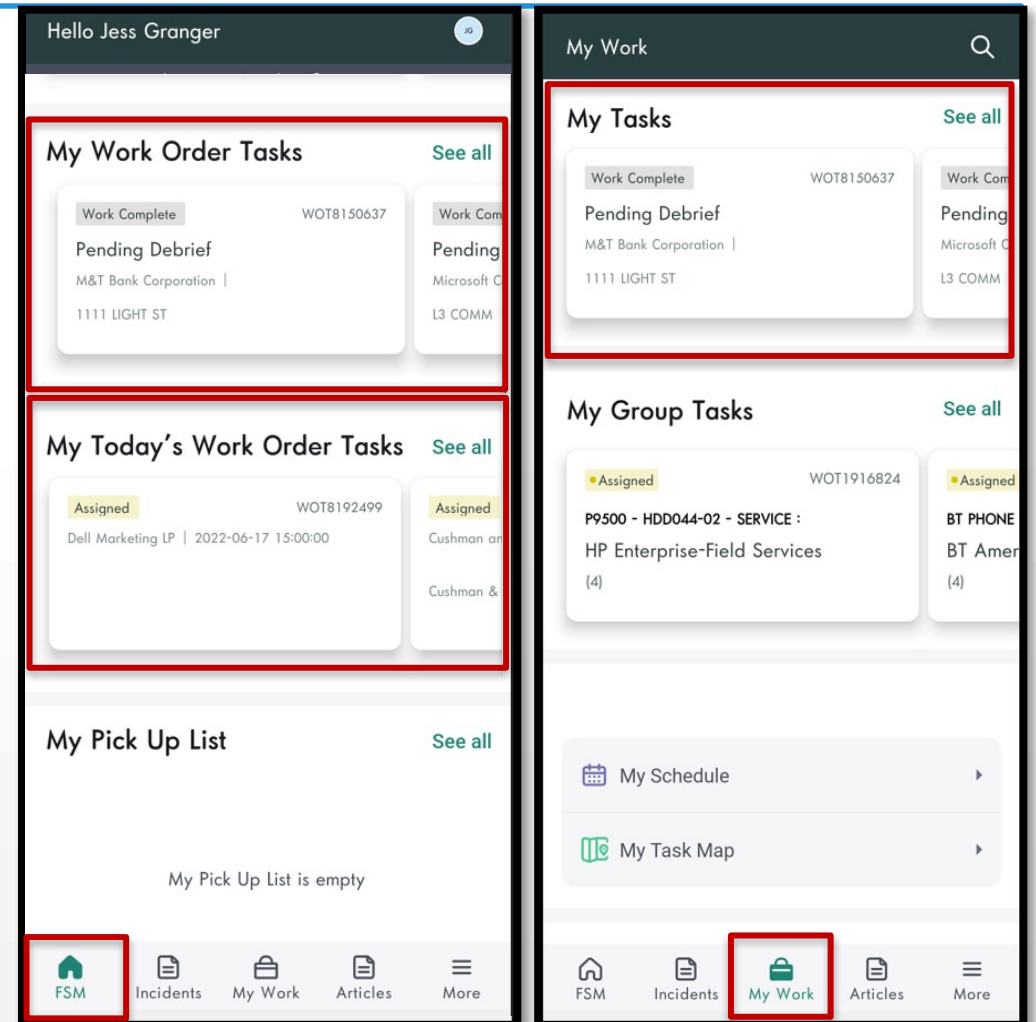
5. If you have any assigned WOTs, those will be displayed within **FSM** (Home) under:

- **My Work Order Tasks**
  - Includes all your WOTs
- **My Today's Work Order Tasks**
  - Includes your WOTs scheduled for the current day

Or

within **My Work**:

- **My Tasks**
  - Includes all your WOTs



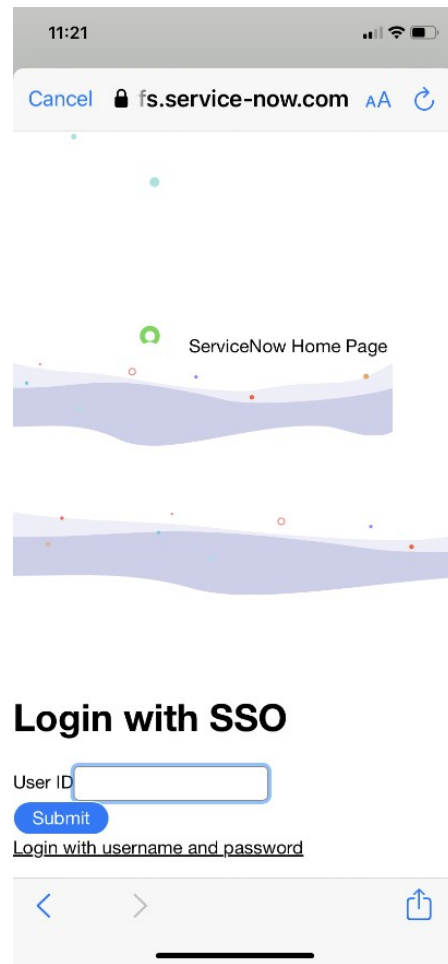
A hand holding a glowing globe with a network overlay. The globe is blue and white, surrounded by a network of white lines and dots. The background is dark with a bright orange and yellow light source on the right, creating a lens flare effect. The hand is positioned at the bottom right, holding the globe from below.

# Thank You

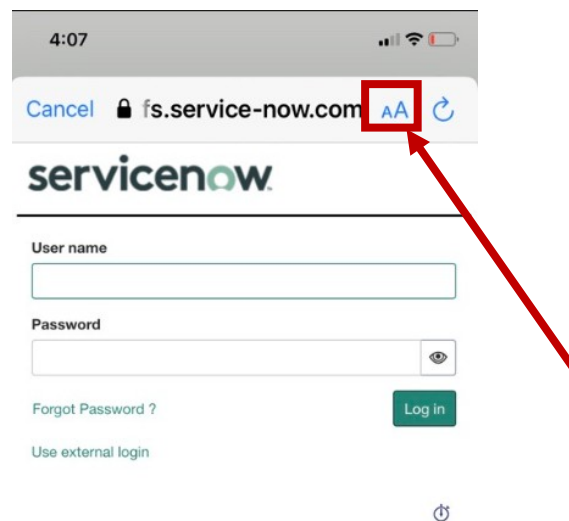
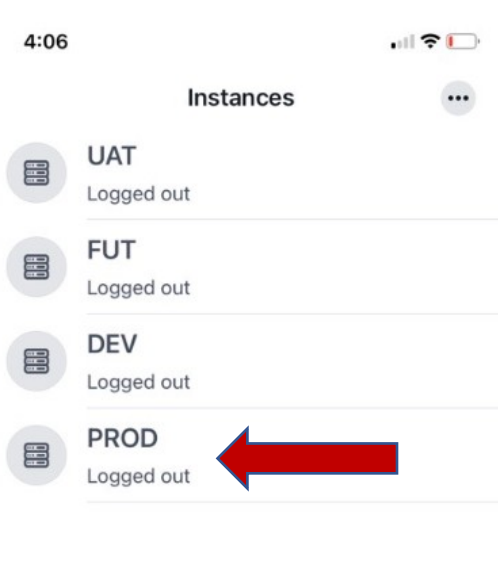
[www.unisys.com](http://www.unisys.com)

---

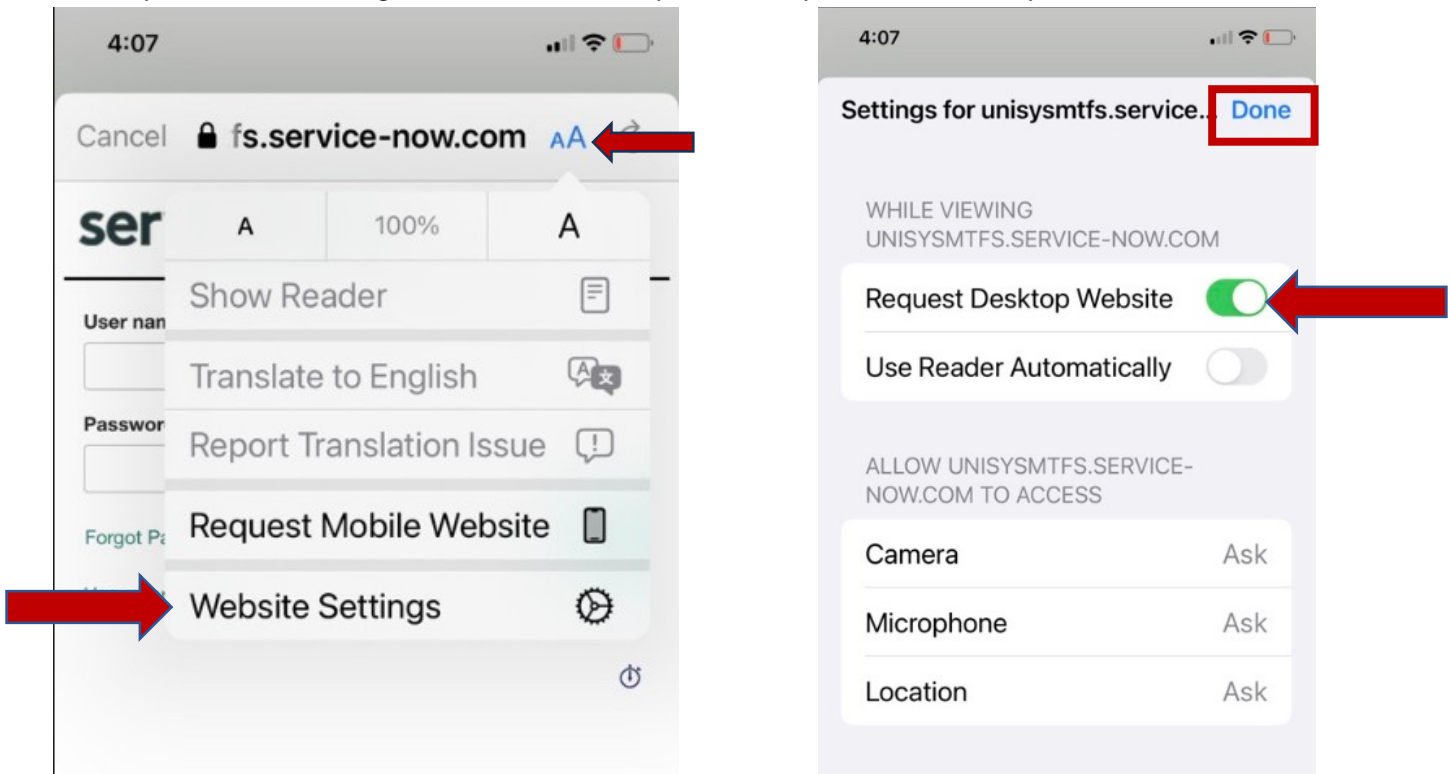
If you receive this screen, which requires you to scroll to see the login portion, while logging into ServiceNow Mobile on an iPhone or Android, **do not try to login.**



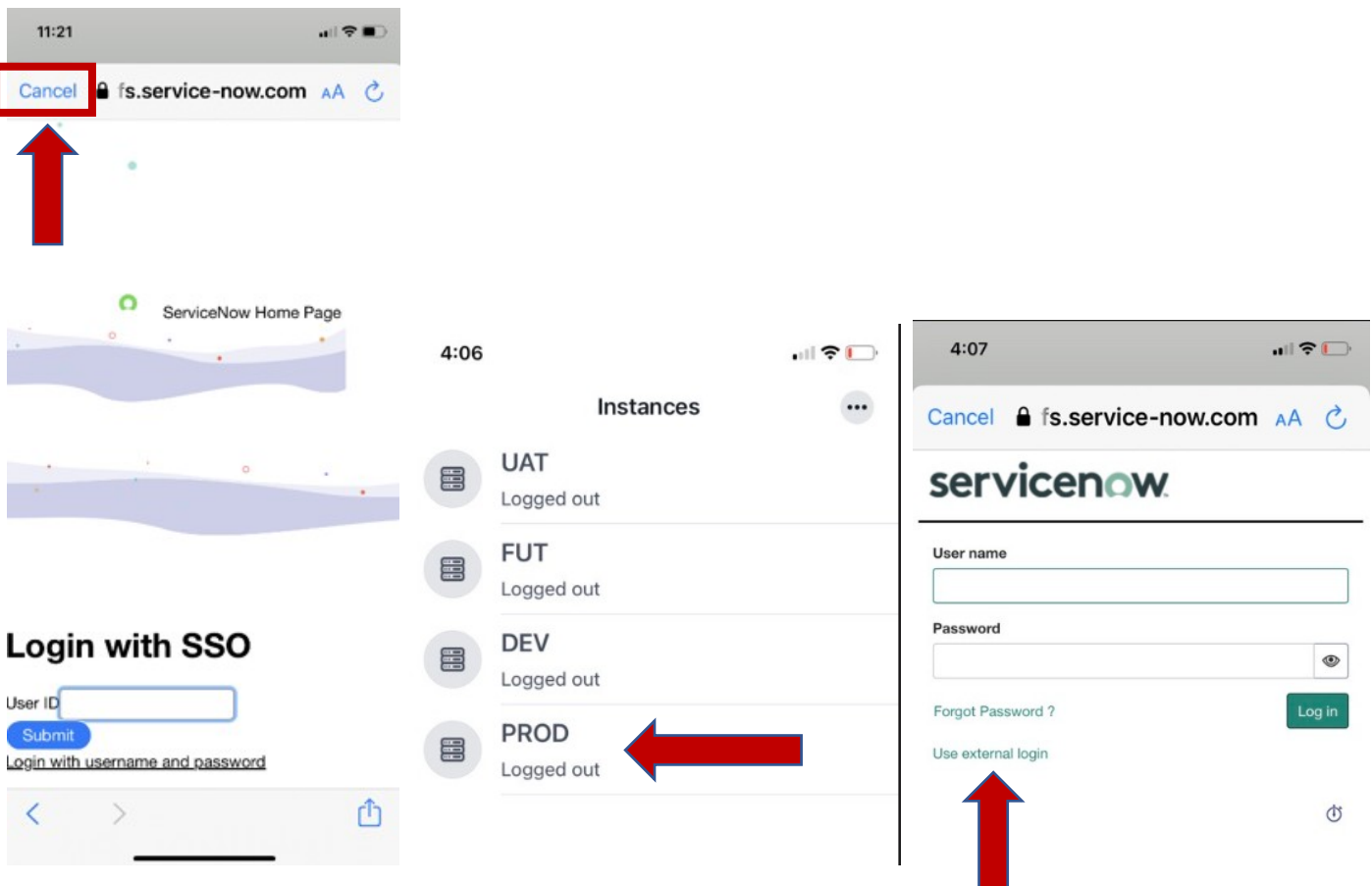
Please follow these simple steps for the **iPhone** to resolve the issue. **Android is covered below on page 3.** On the main page when you bring up ServiceNow Mobile, click on the PROD (Production environment or whatever you might have named it). Then click tap on "AA".



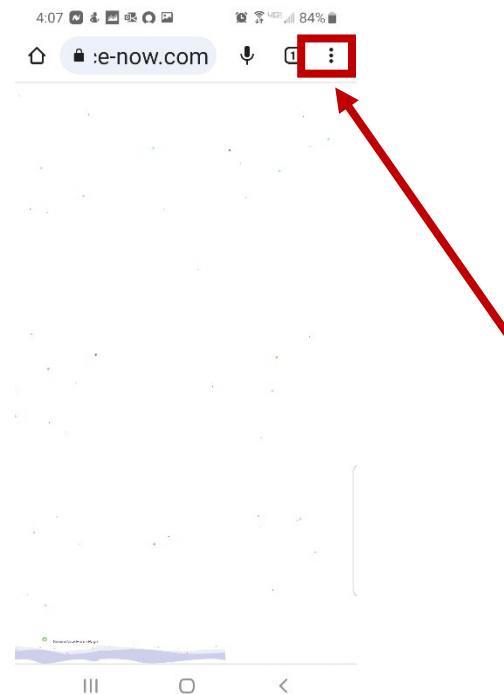
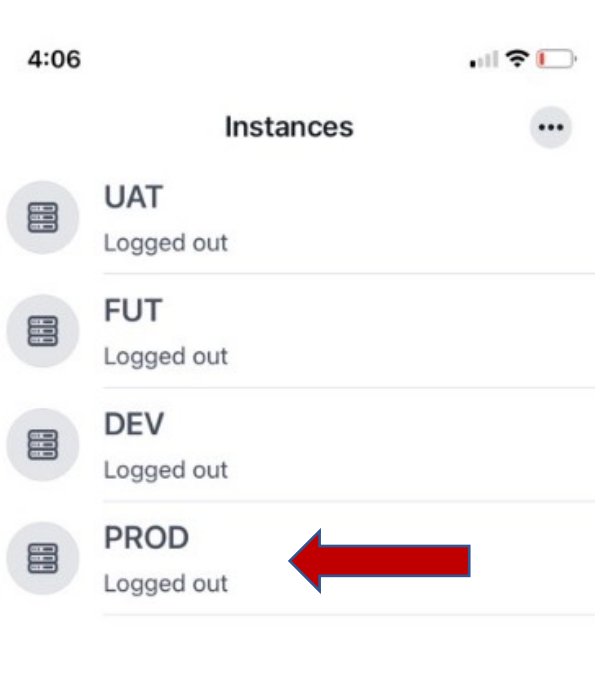
Then tap on Website Settings, and then Enable Request Desktop Website. Then tap Done.



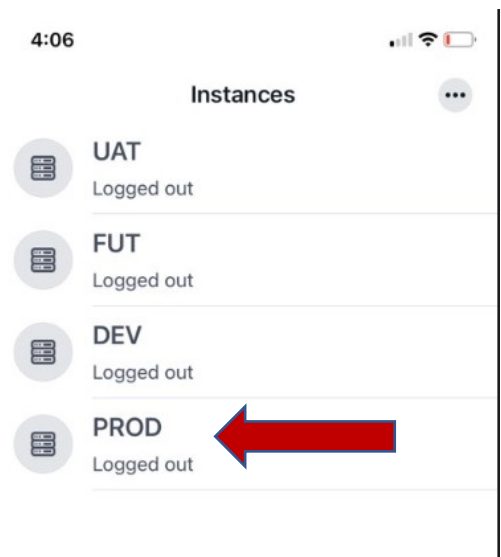
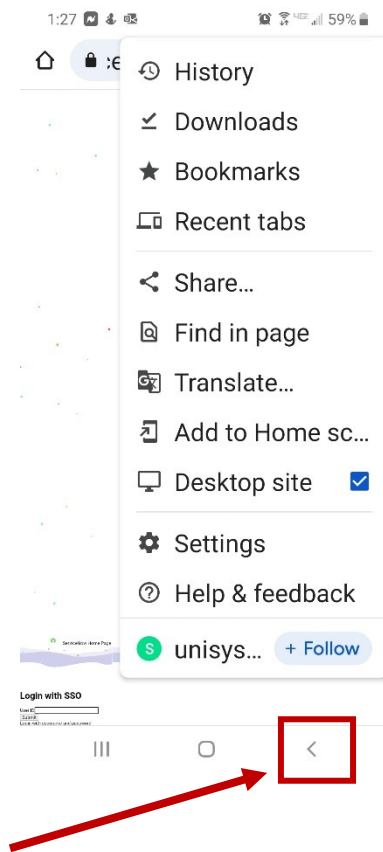
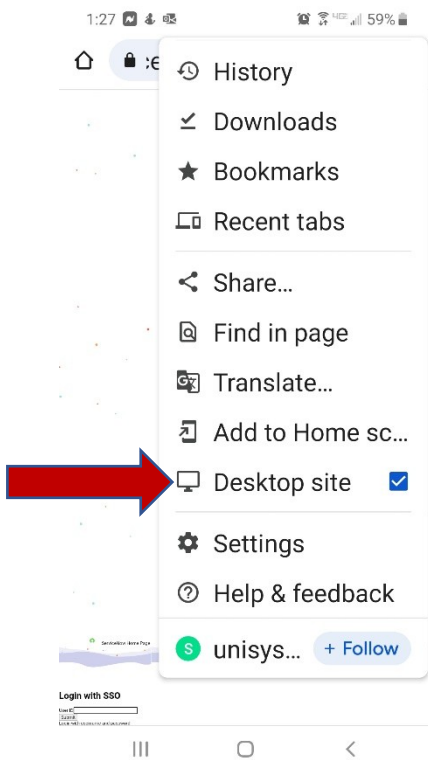
Now, to return the main screen of ServiceNow Mobile, tap Cancel, then tap on the PROD (Production environment), and now login as you normally would by tapping on Use External Login.



Please follow these simple steps for the **Android** to resolve the issue. On the main page when you bring up ServiceNow Mobile, click on the PROD (Production environment or whatever you might have named it). Then click tap on the three dots.



Scroll down to Desktop site, and enable by clicking the box. Hit the back button at bottom of screen and log in.



# POKE Scenarios

## Dispatch ticket-coding & ETA reference

Use this reference to code tickets correctly and know when a technician must be onsite for each situation. Each scenario lists the definition, the action to take, how to code the ticket, and the ETA adherence outcome. Key parts-pickup and “Just Go” policy reminders are on the last page of this section.

### 01 NBD SLA (Happy Path)

ETA Met

#### DEFINITION

Ticket logged with Next Business Day Response SLA

#### ACTIONS

Technician to be onsite before ETA END on the committed SLA date.

#### HOW TO CODE THE TICKET

**C01/De11**

#### OBSERVATION / NOTES

Technician to be onsite before ETA End window (End of AM window or End of PM or All Day window) from what we received from DELL on the committed SLA date.

### DEFINITION

Ticket logged with deferred dates (future date) by DELL

### ACTIONS

Technician to be onsite on or before ETA END of the deferred ETA provided by DELL, irrespective of parts availability.

Example: Ticket logged on 4th May and deferred to 8th May. Parts became available on 5th May. Unisys technician must be onsite anytime on or before 8th May 18:00.

### HOW TO CODE THE TICKET

**C01/Dell**

### OBSERVATION / NOTES

-Technician to be onsite on or before ETA End window (End of AM window or End of PM or All Day window or any of the three 4HR overlapping windows) of the deferred ETA provided by DELL, irrespective of parts availability.

Example: Ticket logged on 4th May and deferred to 8th May. Parts became available on 5th May. Unisys technician must be onsite anytime on or before 8th May 18:00.

#### Mandatory Customer Contact Attempts

The Service Provider is required to make best-effort attempts to contact the customer prior to dispatch to reconfirm the appointment originally scheduled by Dell.

- Three (3) contact attempts must be made using available communication channels (e.g., phone call, voicemail, SMS, WhatsApp, or email when allowed).
- Where direct contact is not established, the Service Provider must leave a message clearly indicating:
  - The scheduled appointment date and time
  - That the appointment was pre-arranged by Dell
  - The Service Provider's intent to proceed with service

## 03 Best Efforts Locations

ETA Met

### DEFINITION

Ticket logged under a flexible Best Effort schedule.

### ACTIONS

Technician to be onsite on or before 18:00 of the final Best Effort date provided by DELL, irrespective of parts availability.

Example: Ticket logged on 4th May with Best Effort window from 5th May to 8th May. Parts available on 5th May. Unisys technician must be onsite anytime before 8th May 18:00.

### HOW TO CODE THE TICKET

**C01/Dell**

### OBSERVATION / NOTES

-Same 'on or before ETA end window (End of AM window or End of PM or All Day window)

-Service Option=Best Effort may span up to a two-week window for true end-to-end Best Effort locations: It is critical to ensure parts are picked up within five business days to prevent them from being returned to Dell.

If the customer requests a reschedule within the original start and end window (which may span multiple days), ensure the Dell C01 code is applied. If the customer defers service beyond the ETA end date, apply the Dell C03 (Customer Deferral) code.

## 04 NBD Customer Deferral

ETA Deferral Met

### DEFINITION

Customer requests a new service date from the original date committed by DELL. (Customer-driven only)

### ACTIONS

If the customer requests rescheduling on the SLA date, code the ticket with C03/C31 and move the service to the customer-requested date. Technician must be onsite before 18:00 on the newly agreed date.

Example: Ticket logged on 4th May and deferred to 8th May. Parts available on 5th May. Customer later requested service on 6th May. Unisys technician must be onsite before 18:00 on 6th May.

### HOW TO CODE THE TICKET

**C03/Dell or C31/Unisys**

### OBSERVATION / NOTES

If the customer requests rescheduling on the SLA date, code the ticket with C03/C31 and move the service to the customer-requested date. Technician must be onsite before End of ETA Window on the newly agreed date.

Example: Ticket logged on 4th May and deferred to 8th May AM Window (8:00 AM to 12:00 PM). Parts available on 5th May. Customer later requested service on 6th May All Day (8:00 AM or 10:00 AM to 6:00 PM). Unisys technician must be onsite before 18:00 on 6th May.

## 05 Overflow

ETA Miss

### DEFINITION

Resource or manpower constraints within Unisys on the SLA date.

### ACTIONS

Inform the customer about the resource issue.

1. If the customer agrees to a new date, apply interim code U1 and reschedule with C01.
2. If there is no response from the customer, apply interim code U1 and reschedule with C30.

If Unisys technician is onsite before end window on the rescheduled date, the ETA will be considered met.

### HOW TO CODE THE TICKET

1. **First E11/Dell or U1/Unisys**  
Then schedule with C01/Dell
2. **If no response, Code with U1 and Reschedule with C30**

## 06 Parts Delay – Parts Shipped but Not Available at PUDO

ETA Met

### DEFINITION

Parts shipped by DELL but not yet available at the pickup/drop-off location.

### ACTIONS

Inform the customer about the delay.

1. If the customer agrees to a new date, apply interim code P05 and reschedule with C01.
2. If there is no response from the customer, apply interim code P05 and reschedule with CNRC (C30) for the next business day.

If Unisys technician is onsite before 18:00 on the rescheduled date after the parts are picked, the ETA will be considered met.

### HOW TO CODE THE TICKET

**First P05/Dell**  
Then schedule with C01/Dell or if CNRC: C02/Dell - C30/Unisys  
(ETA-Cut off 10 AM)

## 07 Parts Delay – Parts Not Shipped

ETA Met

### DEFINITION

Parts have not yet been shipped by DELL.

### ACTIONS

Apply interim code P05 and reschedule the ticket to the next business day to make it schedulable.

Technician to be onsite once parts become available

### OBSERVATION / NOTES

If Parts Have Not Shipped Out yet, we are not expecting Unisys to provide any coding or transaction. The trigger for Unisys is the Dell Logistics Shipping notification

## 08 Weather Delay

DELL-ETA Miss

### DEFINITION

Delay caused by weather conditions, storms, or natural disasters.

### ACTIONS

Inform the customer about the weather-related delay

1. If the customer agrees to a new date, apply interim code W1 and reschedule with C01.
2. If there is no response from the customer, apply interim code W1 and reschedule with CNRC (C30) for the next business day.

If Unisys technician is onsite before 18:00 on the rescheduled date, the ETA will be considered met.

### HOW TO CODE THE TICKET

**First Weather/Catastrophe Code: X02/Dell or W1/Unisys  
Then schedule with C01/Dell**

2. **If no response, Code with W1 and Reschedule for C30**

### OBSERVATION / NOTES

Before ETA End

## 09 No Updates from Technician on SLA Date

ETA Miss

### DEFINITION

Ticket dispatched to the technician, but no action or update received on the SLA date.

### ACTIONS

Code the ticket with E11 before 18:00 and reschedule for the next business day with C01

### HOW TO CODE THE TICKET

**First E11/Dell or U1/Unisys  
Then schedule with C01/Dell**

## 10 No Response from Customer on SLA Date

ETA Deferral Met

### DEFINITION

Technician attempted to contact the customer on the SLA date, but there was no response.

### ACTIONS

If the ticket qualifies for JUST GO, proceed accordingly. Otherwise, code the ticket with CNRC (C30) and reschedule for the next business day. If customer contact is established later and the technician is onsite before 18:00 on the rescheduled date, the ETA will be considered met.

If there is no customer response for consecutive days, follow the aged ticket process.

### HOW TO CODE THE TICKET

**CNRC (C02/Dell or C30/Unisys) followed by Schedule with C01/Dell**

### DEFINITION

Technician is onsite, but customer access or system availability prevents service completion.

### ACTIONS

Customer or system unavailable despite a confirmed appointment, requiring a second onsite visit under NBD SLA

Apply interim code L03 and reschedule with C01 for the next business day. If the technician is onsite before 18:00 on the rescheduled date, the ETA will be considered met.

### HOW TO CODE THE TICKET

**2nd Onsite Visit (C04/Dell or L03/Unisys) followed by: (1) Scheduling the Next Business Day with C01/Dell or (2) Scheduling NBD+ with C03/Dell or C31/Unisys**

### OBSERVATION / NOTES

Before ETA End

## Key Reminders: Parts Pick-Up & “Just Go” Policy

- Parts pick up: It is critical to ensure parts are picked up within five business days to avoid them being returned to Dell.

- “Just Go” Execution Requirement

If the customer does not respond after the required contact attempts, the Service Provider must proceed with dispatch under the “Just Go” procedure, honoring the original Dell-scheduled appointment window

If a DSP can't reach a client when the tech is making morning calls to provide a service window, they will still plan to go to the site in most instances.

Exception Handling

The Service Provider may only deviate from the “Just Go” requirement under the following conditions:

- The customer explicitly reschedules or cancels the appointment;
- Home users (i.e. consumer customer) with an address that is in a residential area with the customer name listed as the same as the customer contact person.
- DSPs will prioritize service calls to assure clients with verbally confirmed appointments are serviced within the windows they were provided. They won't miss a confirmed call to take a “Just Go” service call.
- DSPs will verbally confirm client availability before making the trip to the site if the call is remote and requires extensive travel to reach the site.
- If the customer is in a restricted location, school or government building, DSPs will not go onsite without confirmed appointments.
- The customer location has known access requirements requiring prior coordination (e.g., security clearance, badging, scheduled site access windows, or escorted entry), where service cannot be performed without confirmed customer engagement in advance.

Unless there is a previously agreement with the customer in which Just Go is acceptable.