

Insight Client Ops

#703108901

Ticket Details

Status	Priority	Source	Type
Open	Low	Email	CC Return/Credit Request
Group	Agent	Type of PS General Request	If Other
Customer Care Central	Joel Joseph Herrera Dela Cruz		
Quote #	Manufacturer	Type of Management	Ticket Delay Reason
Line Of Business	POD	Quick Note	Quote 2 #
Hardware	CC POD 429		
Type of CC General Request	Sales Order #	Request Type (Transportaion/Delivery coordination)	Sales Order 2 #
Vendor/Partner Name	What Type of Order Follow Up		

by **Bill Brown** on **Tue, Mar 24 at 10:44 AM** via **Email**

Order #0339677463 - Huntington National Bank - PO# REQ2629338 - Defective Item

Afternoon Team,

Colleague is having an issue with the headset constantly disconnecting. Colleague would be in a call, and the headset would drop the call then she would have to repair the headset to get it to work again. Can we get an RMA for the problem headset and a replacement ordered. Please be sure the replacement is the Focus headset. Colleague will check at home to see if she has the packaging for it.

Order #0339677463 - Huntington National Bank - PO# REQ2629338

H 1 0 R 0 V D 1 A P 1. 5 0 G H O 5 T O 4 N/ 0 R R
U 0 3 E 3 N is 0 T O 0 1 3 ro U H 1 O H 3 A 8 E IT
N 4 3 Q - P pl 9 L 0 6 - u N 1 9 L 6 0 Q M
TI 0 9 2 0 5 a M Y 4 0 n TI 2 M E 0 5 2 4
N 7 6 6 5 4 y 9 V 8 6 d N 8 A D 4 4 6 2
G 1 7 2 - 4 A A L 2 - G 6 DI O - 8 2 2
T 6 7 9 2 0 c A 5 2 2 T - S 1 9 7
O 9 4 3 0 1 c # 0 3 0 O D O 2 3 0
N 6 3 2 B e A H 3 2 N E N 0 3 5
N 3 8 6 M s C S 3 6 B A 6 8 8
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Bill Brown

Insight – Sr Desktop Services Technician

Desktop Services Support

End User Break/Fix

The Huntington National Bank

(614) 331-1864 Office

(614) 905-6422 Mobile

huntington.com

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Internal Use

Comments

by **Joel Joseph Herrera Dela Cruz** on **Tue, Mar 24 at 11:00 AM** as **Outbound email**

Hello Bill,

Good day.

Thank you for your request. Could you please let us know if your colleague was able to locate the packaging? If available, we would also appreciate it if you could provide a photo.

Thank you.

Ticket # 703108901

Best Regards,

JOEL JOSEPH DELA CRUZ | Account Care Representative | Insight
d. 1-949-855-2563 | joeljoseph.delacruz@insight.com | insight.com

by **Joel Joseph Herrera Dela Cruz** on **Fri, Mar 27 at 10:50 AM** as **Outbound email**

Hi Bill,

Good Day.

May I ask if you have an update on this?

Thank you.

Ticket # 703108901

Best Regards,

JOEL JOSEPH DELA CRUZ | Account Care Representative | Insight
d. 1-949-855-2563 | joeljoseph.delacruz@insight.com | insight.com

by **Bill Brown** on **Fri, Mar 27 at 11:13 AM** as **Incoming email**

Afternoon Team,

Yes, the colleague does have the packaging, and she is currently OOO and will send a picture to me on Monday.

Has a replacement been ordered yet?



Bill Brown

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