

Answer: With each Professional RMA, the Customer Support team automatically sends a request to have a KOCG technician onsite. There will be times when you may require a tech to go onsite to assist with troubleshooting or for other cases where we would not automatically dispatch a technician. If you require a technician, you need to create the task and include the following information.

Task Reason: Field Dispatch

Group Assignment: Customer Support Services

Status: Open

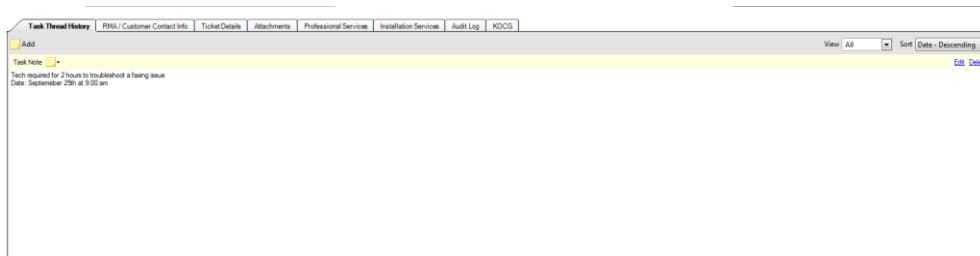
Assigned: No value

Quantity: The quantity field should indicate how many hours are needed for the request

The following information is needed in the task details:

1. Why you are requesting the technician; a brief and concise description of what the job entails.
2. How many hours are needed for the request.
3. The date and time in which you are requesting.
4. The RMA tab on the task needs to be filled out with the Company name, address and site contact information.

When completed the task should look like the following:



Description*	Field Dispatch to troubleshoot Feing issues			Task ID	Not Available
Task Reason*	RFD Dispatch	Task Priority*	P2	Order Order Number	
Group Assignment*	Customer Support Services	Task Closed	No Value	Master Backlog	[No Value]
Task Status	Open	Invoice Complete	05/25/2014 04:11 PM	Quantity*	2
Assigned	[Avatar]	Install Complete	No Value	Ready	[No Value]
		SOW Acceptance Sent	No Value		

Task Thread History		RMA / Customer Contact Info		Ticket Details	Attachments	Professional Services	Installation Services	Audit Log	KCCS
<b>Shipping Details</b>									
Shipping Company Name	Nuance Communications	City	Waterloo	Reason for Return	[No Value]	RMA Type	[No Value]		
Shipping Address (1)	402 Philip Street	State/Province	ON	Outbound Tracking #		CBF	[No Value]		
Shipping Address (2)		Postal Code	X0X0X0	Return Tracking #		CBF New?	[No Value]		
Recipient Location	Business	Alternate Ship To		Shipping Serial		Failed Unit Returned?	[No Value]		
<b>Contact Details</b>									
Site Contact Name	Andrea Pepper	Serial Number		<b>Ticket RMA Fields</b>			Hardware SN		
Site Contact Phone Number	119.600.1647	Part Number	[No Value]	End User Shipping Comp Name		City			
Site Contact Email Address	andrea.pepper@nuance.com	Additional Notes		End User Shipping Address 2		State / Province			
				Additional Units to RMA		Postal Code			
				Site Contact Name		Site Contact Email Address			
				Site Contact Phone Number		VLT#			