

+ NEW | DEACTIVATE | DELETE | ADDON | SHARE | EMAIL & LINK | RUN WORKFLOW

INSTALLED PRODUCT: INFORMATION

CyberKnife at Secondary Location

General

Name	CyberKnife at Secondary Location	Install Date	4/26/2013
Account	General Hospita	Owner	David Moberg
Product Type	Hardware	User	--
Product	CyberKnife	Warranty	General Hospita Warranty 2013
Serial Number	ACC0-9876-1010-0013		
Distributor	CC of America		

Serviceable Items

+ □

Name	Serial Number	Installed Product	Account	Created On
Component 20 - Metal Housing	ACC0-9876-1010-...	CyberKnife at Seco...	CC of America	4/26/2013 10:52 AM
Component 20 - Hand piece	ACC0-9876-1010-...	CyberKnife at Seco...	CC of America	4/26/2013 10:50 AM

NEW RESOLVE CASE CANCEL CASE DEETS ADD TO QUEUE QUEUE FROM CHATS ASSIGN

CASE

Armanino - Depot Repair with RMA

Priority: Normal Created On: 3/5/2014 2:11 PM Status: Resolved Owner: David McHenry



Summary

CASE DETAILS

ID	CALL00004886210
Case Title	Armanino - Depot Repair with RMA
Customer	Armanino
Responsible Cam	Rob Hanson
Follow Up By	--

Origin	Phone
Case Type	Standard Case
Inquiry Type	--
Status Reason	Resolved

EXAMPLE SYSTEM POINTS ACTIONS NOTES
Add Phone Call Add Task

Power Supply Repair
 Duration: 4/10/2014 11:15 AM
 Modified by: David McHenry - 4/10/2014 4:21 PM

CONTRACT AND PRODUCT INFORMATION

Subject	--
Contract	--
Contract Line	--
Product	--
Serial Number	--
Service Level	--

DESCRIPTION
The Micro drive no longer works.

KB ARTICLES

Knowledge Base Article: Return Authorization
 Show article

Field Service

Servicable Items

Name	SerialNumber	Installed Product	Account	Created On ↑
F5	F5F5-111-222-333...	Installed on 4/18/2012		4/17/2013 11:17 PM
HI Scan - Power Supply	ADRQ-1234-zzz1a	HIScanSQ	CVS Pharmac...	4/17/2013 1:21 PM

Service Activities

Subject	Regarding	Customers	Resources	Service	Site	Priority
Power Supply Repair	Armanino...	Armanino	Chevy Silverado; Cristin...	Repair Service		Normal



Spare Part Requests

Requester	Name ↑	Case	Quantity	Part	Deliver By	Owner
Scott Mangel...	Spare Parts	Armanino - D...	1	1950 Fraxel	4/29/2014	David Meharg

Field Service Report

Device Identification	Confirmed
Date of Service	4/10/2012 12:00 AM
Engineer	S Mack
Service Performed	Symptom
Test and Record Res...	Repaired, replaced motor

Total Hours Spent	10.00
Total Expenses	\$1,299.84

Invoice Details

Invoice Recieved	No	Chargable	<input type="checkbox"/>
Invoice Number	--	Invoice Received Da	--