How to select the customer, category, device, and issues

Customer

Choose the customer who owns the device. Confirm the name and contact information before continuing.

Category and device

Select the closest configured category. If inventory is enabled, you may select a product; otherwise type a clear device name. Use Other only when no suitable category exists.

Issues

Search and select every reported issue. Custom issues should describe the symptom rather than promise a diagnosis. For example, use “Does not charge” instead of “Charging port must be replaced” until inspection confirms the cause.

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