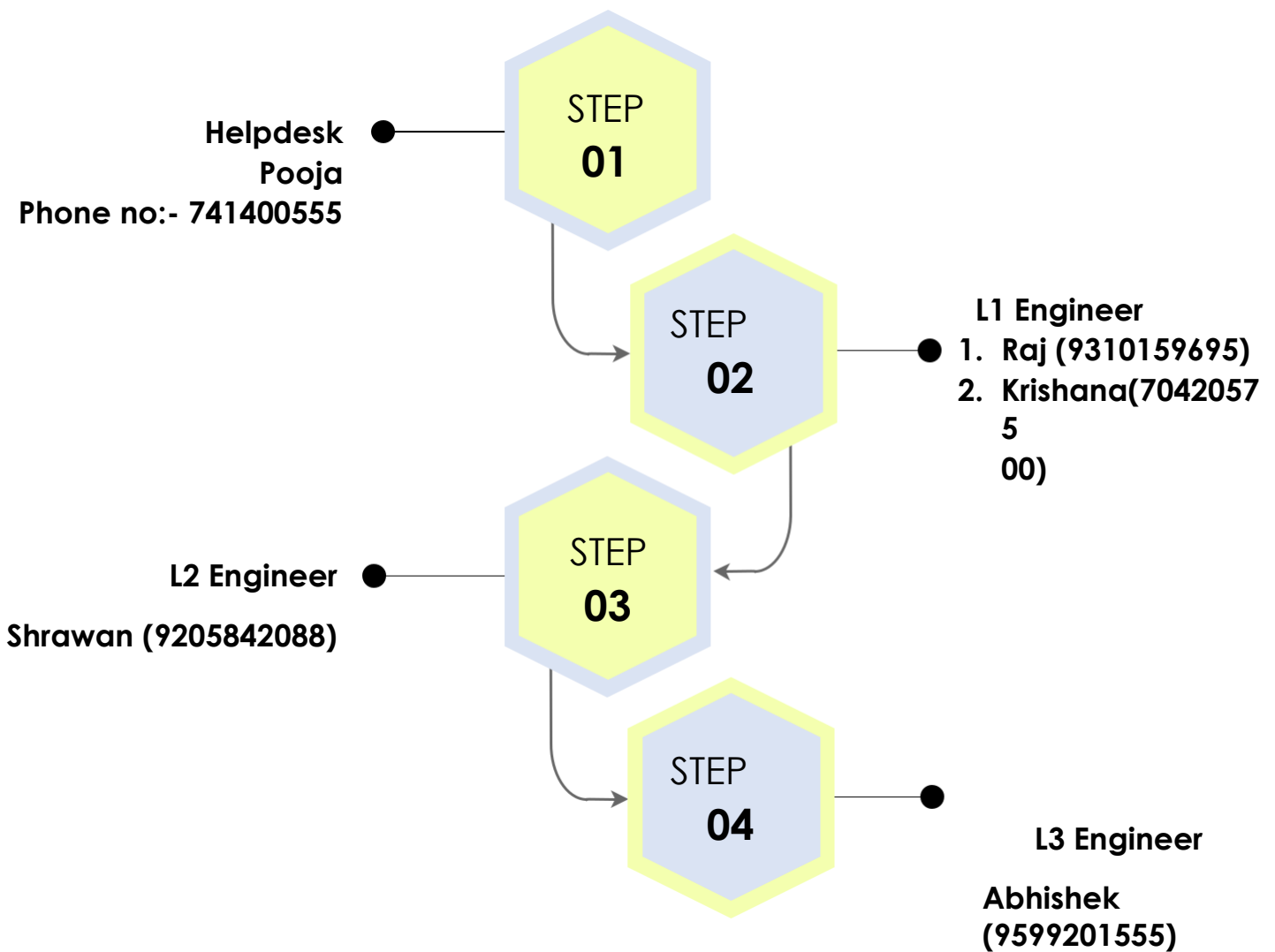


Steps for hardware replacement





**STEP
1**

Call logged

Pooja has to assign call to level 1 engineer. i.e. Raj or Krishna.



**STEP
2**

Level 1 support

L1 engineer has to confirm what is the actual problem with the hardware and why we need to replace that hardware within 2 hour(Max.). and he has to tell Pooja and level 2 engineer that issue or reason for the replacement. If assigned engineer is can't able to provide support then he need to do a message or call to pooja and has to tell the reason. After that pooja need to assign other engineer of level 1.



**STEP
3**

Level 2 support

L2 engineer has to confirm that what is the actual problem with the hardware and why we has to replace that hardware. He has to check that It is necessary to replacement of the hardware or we can go for another solution. Then he has to tell the reason or solution to level 3 engineer within 2 hour.



**STEP
4**

Level 3 support

Level 3 engineer has to concern with senior Management and take the final decision within 45 min. (max) After that L3 engineer has to tell pooja and other to start the hardware replacement process.