

FAST-TRACK DISPATCH

CUSTOMER OVERVIEW



For Internal and External Use

AGENDA

- Introduction to ProSupport Fast-Track Dispatch
- Fast-Track Dispatch service eligibility
- Standard Features
- Customer Responsibilities
- LearnDell – online training
- FTD tool – “look and feel”
- Warranty Cut Off Times and Regional Coverage
- Questions
- Next Steps...



INTRODUCTION TO PROSUPPORT

FAST-TRACK DISPATCH

The **Dell™ ProSupport Fast-Track Dispatch** is designed specifically for IT technicians, internal helpdesks, service desks or third-party maintainers/VARs who perform initial troubleshooting for their end-users and have technical expertise in their environment.

With **fast access** to service and parts, and 7x24 direct access to **Dell Expert Centres**, the **Dell ProSupport Fast-Track Dispatch** helps to provide technicians with the knowledge, tools and support necessary to efficiently maintain the following Dell Systems.

Optiplex™
Latitude™
VOSTRO™
Precision™

PowerEdge™
PowerVault™
PowerConnect™

*Please note that training and accreditation for **PowerVault™**, **PowerConnect™** allows access to ProSupport Accredited telephone support only



FAST-TRACK DISPATCH

IS THIS SERVICE RIGHT FOR ME?

Y
E
S

← Do you have more than 100 systems? →

← Do you have a helpdesk? →

← Does the helpdesk carry out diagnostics? →

← Do your technicians have MCP, A+ or other recognised & relevant qualifications*? →

← Do you want to be able to diagnose faults on Dell products and log calls without calling Dell? →

← Would you be prepared to give your Technicians time to take an Online Dell diagnostic course & test ? →

N
O

Please note it is not a requirement for the customer to have Industry Certified Technicians however Dell does recommend a minimum of 6-months "hands on" hardware diagnostic experience.



STANDARD SERVICE FEATURES

FAST-TRACK DISPATCH

- Customer can self-diagnose & self-dispatch online
- Parts & engineer or parts only
- Self-maintainer or appoint a chosen service provider
- Option to contact Dell technical support by telephone
- On-line training & accreditation in Dell diagnostics
- On-line parts warranty request facility
- Locate and validate parts online
- Ability to track warranty requests on line
- On-line Warranty verification of the system Tag

*Warranty requests and part replacements will be validated and processed according to Dell's standard Terms & Conditions



CUSTOMER RESPONSIBILITIES

KEY CONSIDERATIONS

- Minimum of 1 Dell certified engineer per customer.
- Minimum of 100 tags.
- Perform diagnosis & online call logging as per Dell training.
- Maintain accurate first time diagnosis as measured by:
 - Repeat Dispatch Rate
 - Parts per Dispatch
 - No Fault Found rate
- Calls must be logged before local cut-off time.
- Cannot exceed the term or type of warranty on a system.
- No parts may be left on site without recovery of the defective part.

* Details of Self Maintainer responsibilities are contained within the Fast-Track Dispatch Service Description document



Course Particulars

- How to adopt and implement Dell call-logging methodology
- Accurately identifying system failure points
- Troubleshooting of Dell Desktop, Workstation, Portable, Server products
- Using the online tool and Dell's central parts list
- Annual re-certification
- 85% pass mark
- Typical coursework and accreditation time ranges from 4-12 hours (dependant on user skill level and number of courses completed)
- Accreditation can be gained in Desktop, Notebook, PowerEdge, PowerVault and PowerConnect (must also complete Policies and Procedures module)

Who Should Attend:

IT Professionals who are seeking technical expertise in diagnosing and servicing Dell systems in conjunction with Fast-Track Dispatch

Recommended Prerequisites:

6-months of hands-on Hardware Maintenance and/or Troubleshooting experience or an industry standard qualification i.e. MCP, A+, N+ etc.



LEARNDELL

SCREENSHOTS – LOGIN SCREEN

The screenshot shows a Microsoft Internet Explorer browser window with the address bar displaying <http://www.learndell.com/prosupport/>. The page features the Dell logo at the top left. Below the logo, a breadcrumb trail reads: **You are here:** [Americas](#) > [Training Services](#) > Fast-Track Dispatch Training & Certification.

The main heading is "Learn with Dell". On the left, there are two sections: "Quick Links" with a link to [Training Requirements](#), and "Other Dell ProSupport Links" with links to [Dell Fast-Track Dispatch Home](#), [LearnDell Home](#), and [Support.Dell.com](#).

The main content area welcomes users to the Dell ProSupport Fast-Track Dispatch Training & Certification, hosted on LearnDell.com. It states that users will be able to access courseware and certifications required to submit Fast-Track dispatch requests. It also mentions that users who have successfully enrolled in the Dell ProSupport Fast-Track program should have received a welcome email to this part of LearnDell.com.

From this Welcome page, users can:

- [Check the latest requirements for submitting Fast-Track requests.](#)

Once logged in, users can also:

- Browse the Dell ProSupport Certifications and Courses
- Add Fast-Track courses to their personal "My Certification Courses" list
- Launch and complete courses
- Access their Dell ProSupport Learning Transcript

On the right side, there is a "Access Your Training" section with a login form. It asks users to enter their e-mail address and password. The form includes fields for "User ID (Email Address)" and "Password", a "Forgot your password?" link, and a "Login" button.

Below the login form is a "Need Help?" section with a link to [Dell ProSupport Fast-Track Help](#). There is also a "Language" section with links for English, French, German, Spanish, Italian, Portuguese, Simplified Chinese, Japanese, and Korean. A "Navigation Guides" section provides links for French, German, Spanish, Italian, Portuguese, Simplified Chinese, and Japanese.

At the bottom, there is a footer with copyright information: Copyright 1999-2008 Dell Inc. and links to [Site Terms](#), [Terms and Conditions of Sale](#), [Privacy Policy](#), [About Dell](#), and [Contact Us](#). A "Top" link is also present.



LEARNDELL

SCREENSHOTS – SAMPLE COURSEWORK

http://www.learndell.com - Training Course Window - Microsoft Internet Explorer provided by DELL

DELL EXIT

TROUBLESHOOTING DESKTOP SYSTEM | TROUBLESHOOTING POST

Cause for POST Failure

POST failure occurs when a component or a peripheral fails the POST tests or causes the system to lock up.

Code	Cause
1-1-2	Microprocessor register failure
1-1-3	NVRAM
1-1-4	ROM BIOS checksum failure
1-2-1	Programmable interval timer
1-2-2	DAM initialization failure
1-2-3	DAM page register read/write failure
1-3-1 through 2-4-4	DIMMS not being properly identified or used

LED Quad-Pack



POST Failure
Power On Self Test (POST) failure occurs when a component or a peripheral fails its POST tests or causes the system to lock up. Therefore, you need to understand the details of the POST process and be able to identify the component that is potentially causing the fault before troubleshooting it. You can identify a failed component with the help of diagnostic LED codes, on-screen error information (POST codes) or audible beep codes.

Done Internet

FAST-TRACK DISPATCH TOOL

BOOKING SERVICE REQUESTS ONLINE

Key Features

- Simple to navigate, web-based portal
- Ability to quickly pull back information by service tag e.g. warranty status
- Easily create or cancel a service warranty request
- One-click online reporting e.g. service request status
- Able to pre-register common service site addresses – this allows quick selection of regularly used address listings (please contact local FTD admin team)
- Find replacement service parts online
- Can support multiple sites and countries across EMEA

*Please note that should a call be booked by someone who is not accredited in the product grouping being requested then the call will be cancelled/rejected



FTD TOOL

SCREENSHOT – LOGIN PAGE

 EMEA
Pro Support: Fast-Track Dispatch

Language: English ▶ [About Dell](#) ▶ [Contact](#)

Welcome [Change Password](#) | [Sign out](#)

Dell

Fast-Track Dispatch

- ▶ [Agreement Information](#)
- ▶ [Warranty Request Status](#)
- ▶ [Create a Warranty Request](#)
- ▶ [Cancel A Warranty Request](#)
- ▶ [Tag Search](#)
- ▶ [Warranty and Cut Off Information](#)
- ▶ [Parts List](#)
- ▶ [Download CPL](#)



Agreement Information

▶ Service Provider Information View Service Provider Information	▶ Customer Provided Information View Customer Information	▶ Site Information View Site Information
▶ Contract Information View Contract Information	▶ Engineer Information View Engineer Information	

You can view details you submitted, and recorded by Dell as part of your enrolment. Should the details be incorrect or incomplete, please contact your local [Fast-Track Dispatch Administration Team](#)

For Support Queries please contact your local [Fast-Track Dispatch Support Teams](#)



FTD TOOL

SCREENSHOT – “SERVICE TAG SEARCH”

**EMEA**
Pro Support: Fast-Track Dispatch

Language: English ▶ [About Dell](#) ▶ [Contact](#)

Welcome 5955: PR004101 [Change Password](#) | [Sign out](#)

Dell

Fast-Track Dispatch

- ▶ [Agreement Information](#)
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- ▶ [Download CPL](#)

Tag Search

To determine the original invoice date (warranty start period), original build specification, or part numbers assembled, please enter your TAG number

Search Service Tag ▶

To determine if your monitor is recorded and can be processed please enter the monitor 20 character PPID serial number

Search Monitor by PPID ▶

Service Tag Search

System Type:	Contract Status:																					
Latitude High End	NONE																					
Order Number:	Tie Group:																					
311095023	001																					
Gold Support:																						
N																						
Service Tag Parts:																						
<table><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1</td><td>U4575</td><td>HTSNK,PGA,NBK,AZM</td></tr><tr><td>1</td><td>W4774</td><td>PRC,80536,PMD,740,PGA,C0</td></tr><tr><td></td><td>1D155</td><td>SI,INFO,DELIVERYPLUS</td></tr><tr><td>1</td><td>H9859</td><td>CASE,CRYG,NYL,D-FMLY,V2</td></tr><tr><td>1</td><td>6W923</td><td>KIT,DS,D/DOCK,W/CORD,EURO</td></tr><tr><td>1</td><td>U5271</td><td>PAD,MSE,DAO,EMF,BCC,X-LOB</td></tr></tbody></table>	Quantity	Part Number	Description	1	U4575	HTSNK,PGA,NBK,AZM	1	W4774	PRC,80536,PMD,740,PGA,C0		1D155	SI,INFO,DELIVERYPLUS	1	H9859	CASE,CRYG,NYL,D-FMLY,V2	1	6W923	KIT,DS,D/DOCK,W/CORD,EURO	1	U5271	PAD,MSE,DAO,EMF,BCC,X-LOB	
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FTD TOOL

SCREENSHOT – CREATE A WARRANTY REQUEST

The screenshot shows the Dell FTD Tool interface for creating a warranty request. The header includes the Dell logo, EMEA region, and 'Pro Support: Fast-Track Dispatch'. A language dropdown is set to 'English'. A welcome message 'Welcome 5955: PR004101' is displayed, along with links for 'Change Password' and 'Sign out'. A left sidebar contains navigation links: 'Agreement Information', 'Warranty Request Status', 'Create a Warranty Request' (highlighted), 'Cancel A Warranty Request', 'Tag Search', 'Warranty and Cut Off Information', 'Parts List', and 'Download CPL'. The main form area is titled 'Create a Warranty Request' and contains the following sections:

- Customer:** A dropdown menu showing 'Dell Inc'.
- Site:** A dropdown menu showing 'SN001460: Bracknell , RG12 1LF'.
- Site Address:**
 - Line 1:** 'Dell House'
 - Line 2:** 'The Boulevard Cain Road'
 - City:** 'Bracknell'
 - County:** (empty)
 - Country:** 'United Kingdom' (dropdown)
 - Post Code:** 'RG12 1LF'
 - VAT&TaxCode (GreeceOnly):** (empty)
- Call Type Against:** Radio buttons for 'Service Tag' (selected) and 'Monitor'.
- Call Against Service Tag:**
 - Service Tag:** (empty)
 - PartNumber:** (empty) and **Quantity:** '1' (input field).
 - PartNumber:** (empty) and **Quantity:** '1' (input field).
 - Fault Problem:** (empty)
 - Fault Description:** (empty)
 - Fault Solution:** (empty)
 - Comments:** (empty text area)
- PR Contact Name:** (empty) and **Second Contact Name:** (empty).

Simple, intuitive and quick to create a new service request online

Example shows a pre-registered site address selectable from a drop down menu

Important that Problem, Description and Solution/comments all reflect diagnosis and fault finding done



FTD TOOL

SCREENSHOT – ONLINE REPORTING

 EMEA
Pro Support: Fast-Track Dispatch

Language: English ▾ [About Dell](#) [Contact](#)

Welcome [Change Password](#) [Sign out](#)

Dell

Fast-Track Dispatch

- [Agreement Information](#)
- **Warranty Request Status**
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- [Parts List](#)
- [Download CPL](#)



Warranty Request Status Administration

All warranty requests are captured by Dell, and can be viewed. There are 4 options.

- ▶ [Open Calls Report](#)
Lists all open calls work in progress. Updated every 24 Hours.
- ▶ [Closed Calls Report](#)
Lists all closed, cancelled or rejected requests for a minimum of 3 months following last activity. Updated every 24 hours.
- ▶ [Call Status](#)
Allows interrogation of individual warranty requests on open or closed calls.
- ▶ [Service Calls Booked](#)
Service Calls Booked

Should you need other additional information please contact your local **Fast-Track Dispatch Administration Team**



WARRANTY CUT OFF TIMES...

Fast-Track Dispatch Cut Off Times				
Region	Business Unit Desc	Enterprise Dispatching Local Start Times (GMT)	Last Approval Cut Off (GMT)	Technical Support
Benelux	Belgium	08:30	16:00	0248 28 707
	Luxembourg	08:30	16:00	00 352 24871037
	Netherlands	08:30	16:00	0206 74 59 40
Central	Austria	08:00	16:00	0820 240 58 257
	Czech Republic	09:00	16:00	22 537 2991
	Germany	08:00	16:00	699 792 2065
	Poland	08:00	16:00	00 48 22 57 9597
	Switzerland	08:00	16:00	0848 33 00 93
	Slovakia	09:00	16:00	421 257 50 6982
Nordic	Denmark	08:00	15:30	32 87 5047
	Finland	08:00	15:30	207 53 3567
	Norway	08:00	15:30	67 11 75 17
	Sweden	08:00	15:30	08 5900 5517
Southern	France	09:00	16:00	0825 004 670
	Greece	08:00	16:00	210 812 8919
	Italy	09:00	16:00	269 633 794
	Portugal	09:00	16:00	217 616 091
	South Africa	09:00	16:00	11 709 7730
	Spain	09:00	16:00	902 003 688
UK & Ireland	Ireland	09:00	16:00	1850 964 272
	United Kingdom	09:00	16:00	0844 444 3262
EM-EMEA	Bulgaria		16:00	00800 1154435
	Slovenia		16:00	0800 80275
	Romania		16:00	0800 894778
	Hungary		16:00	068 7779139

Last Approval Cut Off (GMT) – online service calls require to be booked online prior to this time to ensure that engineer and/or parts are dispatched in accordance with the level of response time purchased with the system

Local Enterprise Dispatch start times – 4Hr, 8Hr, Same Business Day calls cannot be booked prior to this time

Phone numbers quoted are for regional ProSupport Accredited Technical Support teams

[back](#)



QUESTIONS?



NEXT STEPS...

- Fast-Track Dispatch team receive enrolment form
- Customer technicians registered on LearnDell training site (please allow 24 hours for login details to be received)
- Once a customer technician becomes accredited then Fast-Track Dispatch team will set up an account on the FTD online call booking tool (please allow 48 hours from when accreditation is complete for this to happen)

