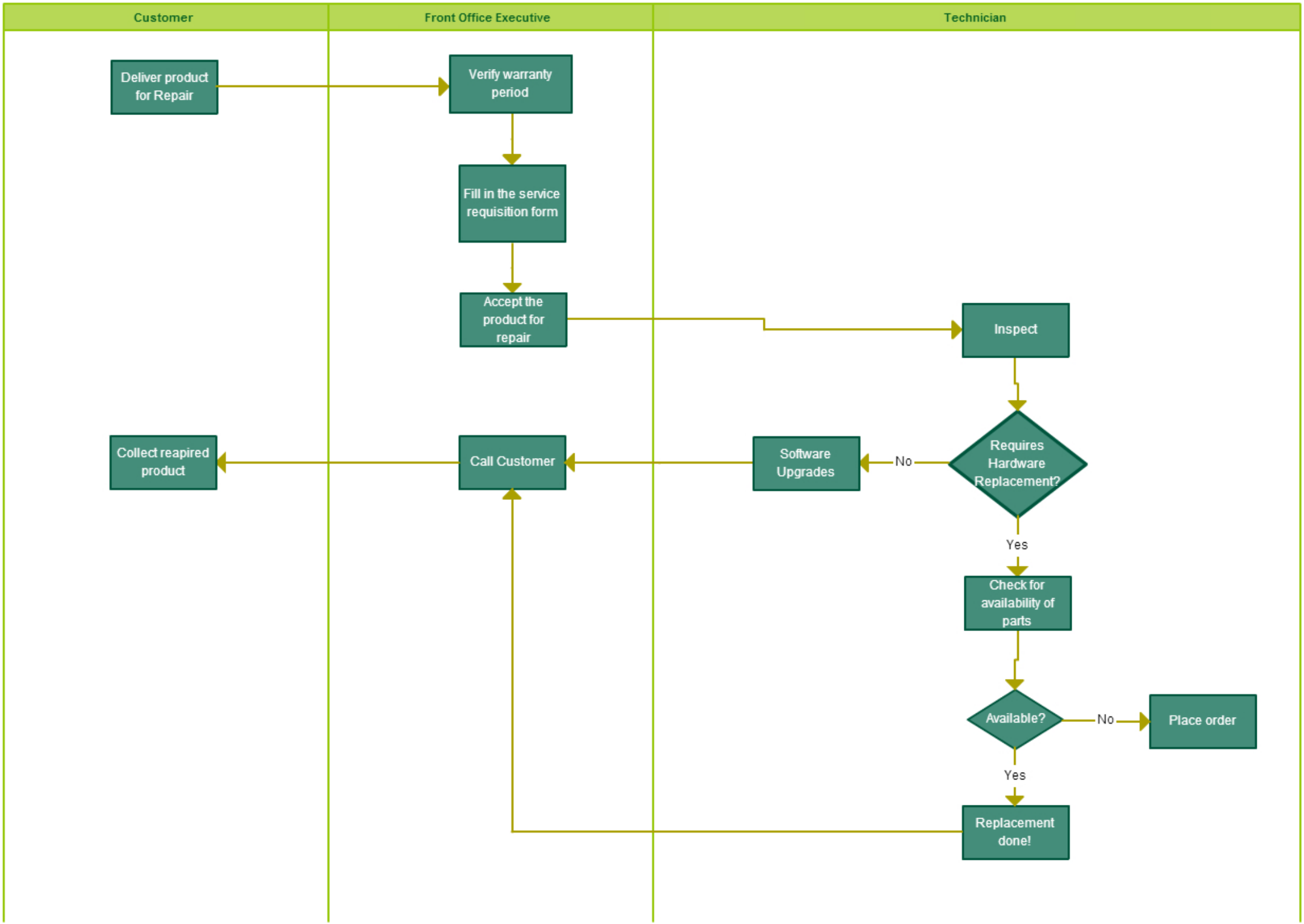
Customer
Front Office Executive
Technician
Deliver product for Repair
Verify warranty period
Fill in the service requisition form
Accept the product for repair
Inspect
Requires Hardware Replacement?
No
Software Upgrades
Call Customer
Collect reapired product
Yes
Check for availability of parts
Available?
No
Place order
Yes
Replacement done!