Requirements for effective usage:
Browser: Internet Explorer 5.0 or greater
Valid MOL user ID and Password

Motorola On -line Flow

eCase Process

Is the customer entitled to service?

No → Follow the process to create a PO

Yes

Is the product supported by Boulder or Salt Lake City?

Salt Lake City → Assign the Tech Support case to the "PSA Salt Lake City" Clarify Queue

Boulder

Assign the case to the "PSA Boulder Clarify Queue"

The case is assigned to the appropriate queue .

An auto notification is sent to the owners of the queue .

To Technical Staff