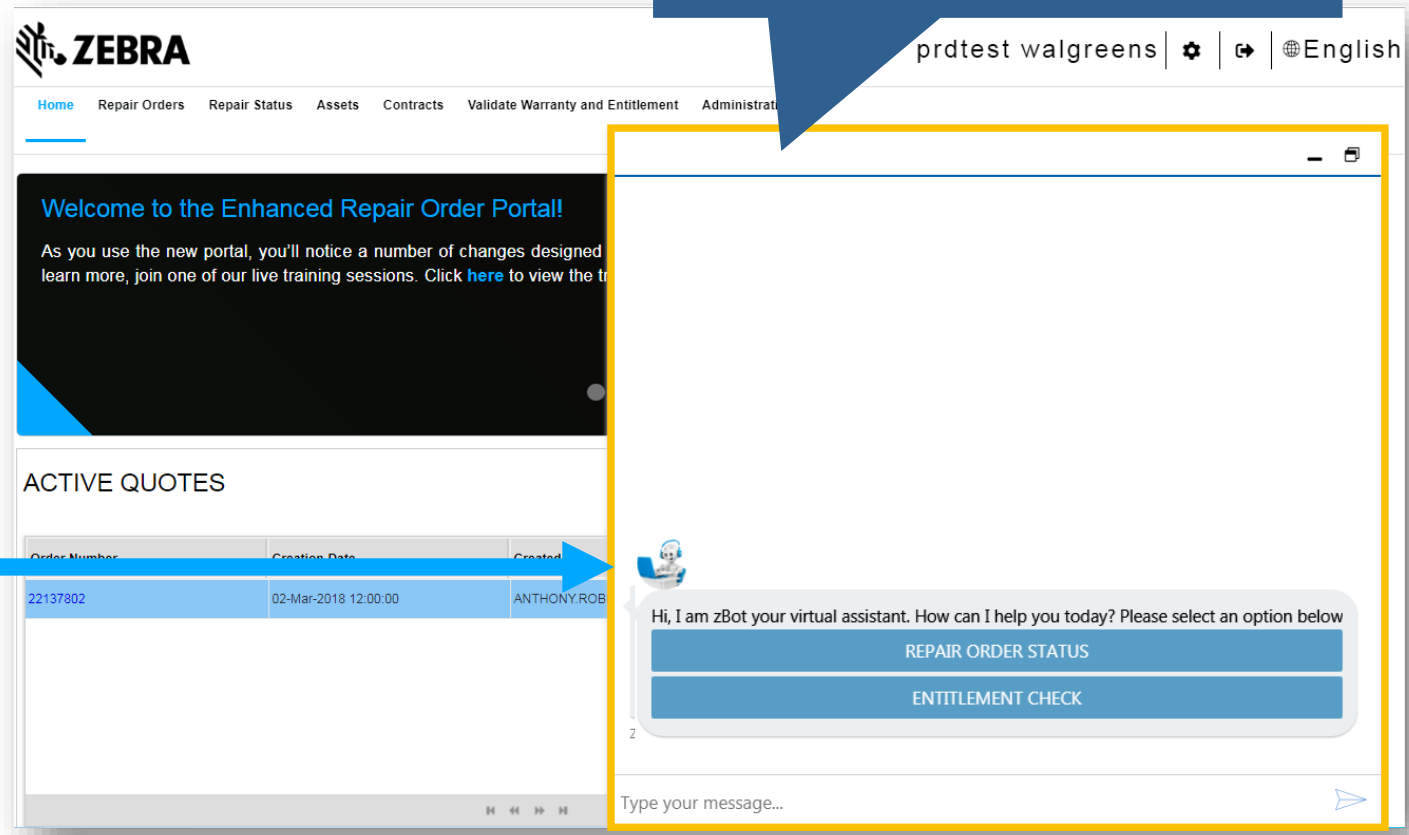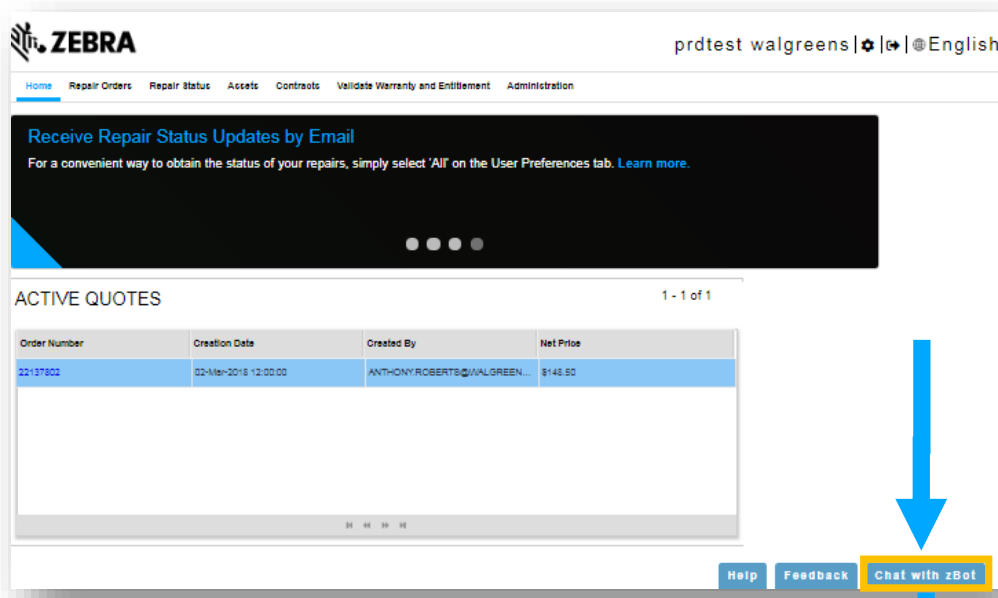Zbot, Zebra's online virtual assistant, now provides another easy way to obtain repair status information – and OneCare and warranty entitlement information. Easily see repair status, shipment tracking and carrier information, warranty and contract start and end dates, and contract coverage details.

Getting Started: Click on *Chat with zBot* to display the Chat with zBot menu

The Chat with zBot menu displays an option to check **Repair Order Status** or perform an **Entitlement Check**

Begin by using your mouse to select a menu option

Use Repair Order Status to locate tracking and courier information and repair order status and (if relevant) line sub-status

Click on Repair Order Status

Click on a Search Option

Type a search value and click ENTER on your keyboard
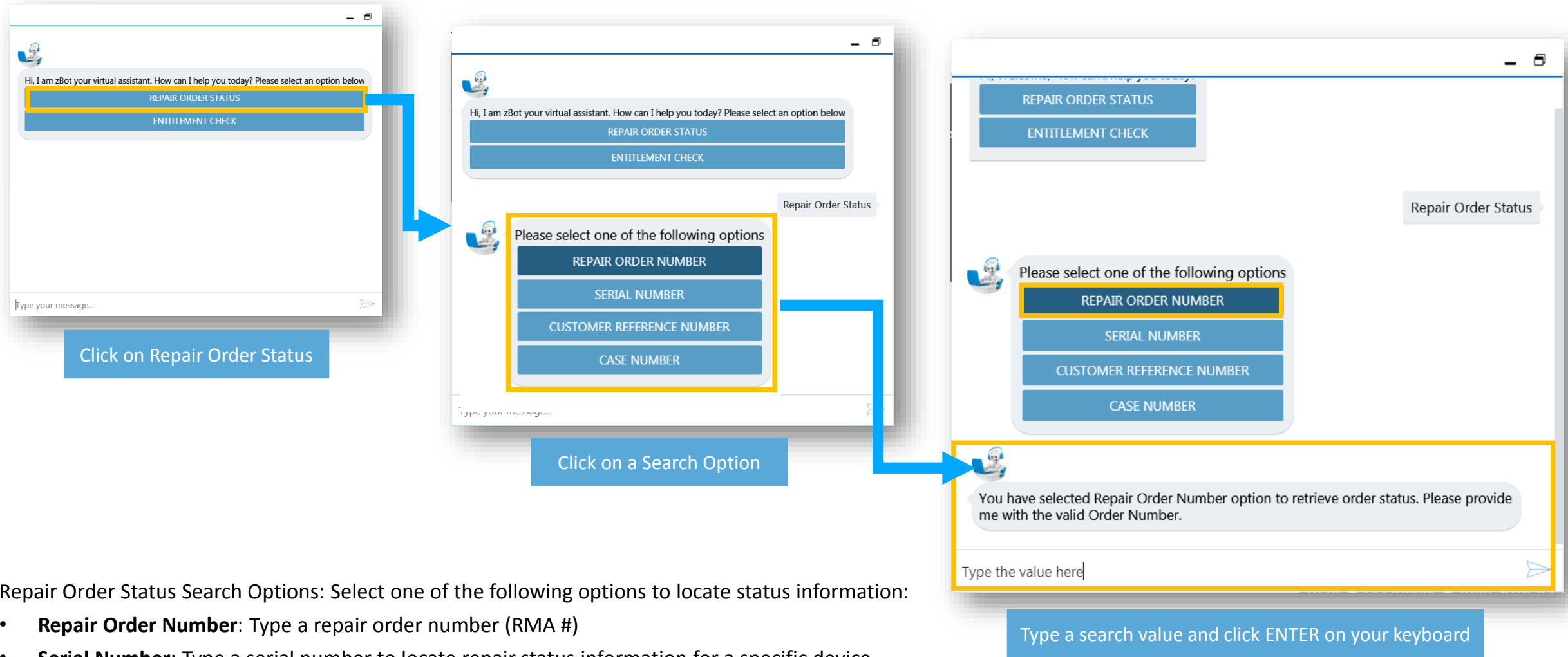
Repair Order Status Search Options: Select one of the following options to locate status information:

- **Repair Order Number**: Type a repair order number (RMA #)
- **Serial Number**: Type a serial number to locate repair status information for a specific device
- **Customer Reference Number**: Type the customer reference number associated with the repair order
- **Case Number**: Type the Salesforce case number

Repair order status information displays immediately if valid search criteria is provided

You have selected Repair Order Number ... me with the valid Order Number.

Got it, let me get order status for Repair Order ... ########

Repair status information displays for the device(s)

To locate tracking information, click on Click Here for More Information

Please find the requested information below for Repair Order Number ########

Product	Serial Number	Status	Order Submitted Date	Ship Date
TC510K-1PAZU2P-US	18029522505012	RMA Closed	13-Jul-2019	15-Jul-2019
BATTERY	UN-23393056-2	RMA Closed	13-Jul-2019	

CLICK HERE FOR MORE INFORMATION

Do you want to go back to Main Menu

YES

NO

Click Yes to initiate a new search or No to end your Chat with zBot

Users can also type menu at anytime to return t the main menu

Type your message...

An email is sent to the user who is logged into the Portal and provides the Carrier Name and Tracking Number

Order Status Details for : Re...

File Message Help Tell me what you want

Reply Reply All Forward Categorize Warsaw To Manager Report Phishing Insights

Delete Respond Quick Steps Zoom Cofense

Order Status Details for : Repair Order Number

zebracrmbot@zebra.onmicrosoft.com

To Email Recipient

Mon 7/22/2019 1:00 PM

Order Status Details for Repair Order Number ###### .csv 1 KB

Reply Reply All Forward
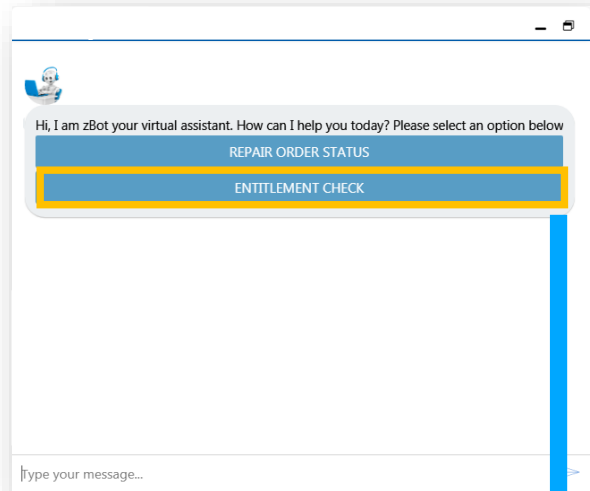
[External Email]

ZEBRA

Order Number	Product	Serial Number	Status	Line Sub Status	Order Submitted Date	Created Date	Ship Date	Carrier	Outbound Tracking Number
####	Model Number	Serial Number	RMA Closed		12-Jul-2019	12-Jul-2019	18-Jul-2019	DHL	7027528421
####	Model Number	Serial Number	RMA Closed		12-Jul-2019	12-Jul-2019	18-Jul-2019	DHL	7027528421
####	Model Number	Serial Number	RMA Closed		12-Jul-2019	12-Jul-2019	18-Jul-2019	DHL	7027528421
####	Model Number	Serial Number	RMA Closed		12-Jul-2019	12-Jul-2019	18-Jul-2019	DHL	7027528421
####	Model Number	Serial Number	RMA Closed		12-Jul-2019	12-Jul-2019	18-Jul-2019	DHL	7027528421
####	Model Number	Serial Number	Received		12-Jul-2019	12-Jul-2019		SHOP	
####	Model Number	Serial Number	RMA Closed		12-Jul-2019	17-Jul-2019	17-Jul-2019	UPS	1Z76343R6802511318

This email has been system generated, please do not reply to this email address.
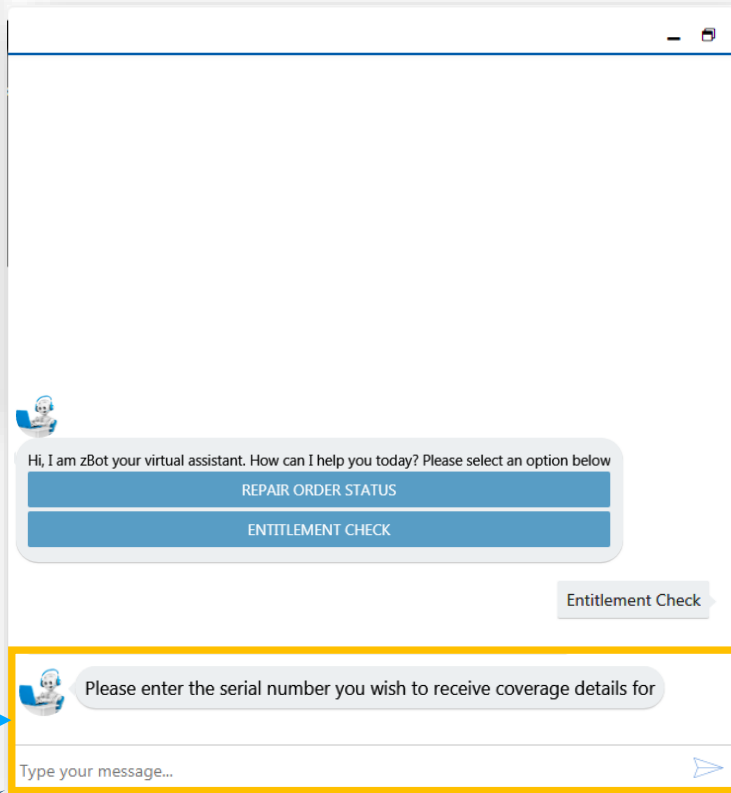
Use the Entitlement Check to locate Zebra OneCare™ and warranty coverage details

Hi, I am zBot your virtual assistant. How can I help you today? Please select an option below

REPAIR ORDER STATUS

ENTITLEMENT CHECK

Type your message...

Click on Entitlement Check

Hi, I am zBot your virtual assistant. How can I help you today? Please select an option below

REPAIR ORDER STATUS

ENTITLEMENT CHECK

Entitlement Check

Please enter the serial number you wish to receive coverage details for

Type your message...

Only one serial number may be queried at a time

Type the serial number(s) value and click ENTER on your keyboard

Please enter t...
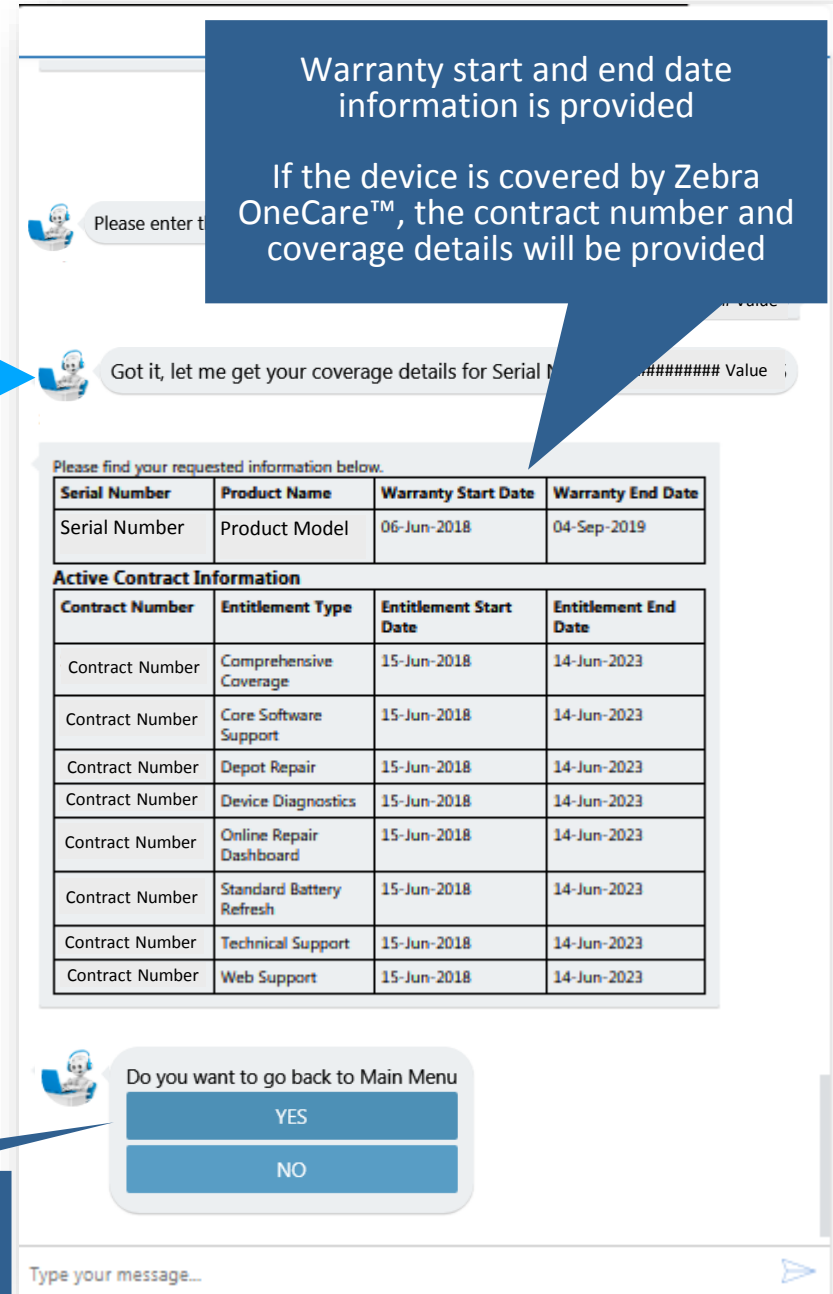
Warranty start and end date information is provided

If the device is covered by Zebra OneCare™, the contract number and coverage details will be provided

Got it, let me get your coverage details for Serial N... ########## Value

Please find your requested information below.

Serial Number	Product Name	Warranty Start Date	Warranty End Date
Serial Number	Product Model	06-Jun-2018	04-Sep-2019

Active Contract Information

Contract Number	Entitlement Type	Entitlement Start Date	Entitlement End Date
Contract Number	Comprehensive Coverage	15-Jun-2018	14-Jun-2023
Contract Number	Core Software Support	15-Jun-2018	14-Jun-2023
Contract Number	Depot Repair	15-Jun-2018	14-Jun-2023
Contract Number	Device Diagnostics	15-Jun-2018	14-Jun-2023
Contract Number	Online Repair Dashboard	15-Jun-2018	14-Jun-2023
Contract Number	Standard Battery Refresh	15-Jun-2018	14-Jun-2023
Contract Number	Technical Support	15-Jun-2018	14-Jun-2023
Contract Number	Web Support	15-Jun-2018	14-Jun-2023

Do you want to go back to Main Menu

YES

NO

Click Yes to initiate a new search or No to end your Chat with zBot

Type your message...