



SIGHT AND SOUND COMPUTERS LTD

HELP DESK EMERGENCY PROCEDURES WITH SIGHT AND SOUND COMPUTERS LTD.

1. Send email to helpdesk@sightsoundke.com
2. If email is not working, please call (020) 374 7279 / Cell phones : 0715 303 703 / 0736 785 092
3. Report the problem and get a trouble ticket number. Please ensure you get a trouble ticket number, this confirms your problem has been entered into our systems.
4. Person taking the problem will email the ticket number out to admin@sightsoundke.com whether the ticket is received by phone or by email. This will include the trouble ticket number, date and time, problem being reported, person reporting the trouble and a brief description of the problem.
5. A response (whether the problem has been resolved or not) will be given to the customer within a day.
6. Failure to get a response within one day, please contact the Assistant workshop Manager
7. In her absence please contact workshop Manager on the below Phone No's to escalate the problem.
8. For Warranty related issues please contact supportdesk@sightsoundke.com

CONTACT TELEPHONE NUMBERS:

+254-020-374 7279 / 374 6078

Services Manager: 0733 766 846



MAYFAIR SUITES GROUND FLOOR, PARKLANDS ROAD

TEL 3747279/3746078, MOB: 0722521618/ 0736785091, FAX 254-20-3742636

E-MAIL : info@sightsoundke.com , Website; www.sightsoundke.com