



Supervisor Outsourcing Callback Process (Both for agents and TL/SOD/Mentor)

Last updated, 17 Jan 2024 - Updated 20dec2024

1. ? Select scenario
2. ✓ FL Agent actions
3. ✓ TL/SOD/Mentor actions

Step 1 - Starting point

Question

No linked steps

This process should be only used by WNS and CNX outsourcing agents. The outsourcing agent that receives the SV Callback request needs to queue it to the office/location he/she belongs to for further handling.

Select scenario

- | | |
|--------------------------|--------|
| 1. FL Agent actions | Step 2 |
| 2. TL/SOD/Mentor actions | Step 3 |

Step 2

Solution

Parent step: 1

FL Agent actions

ALWAYS REMEMBER TO:

1. Check with SOD/TL/Mentor when unsure/need help
2. Try to de-escalate the situation with the customer

Agent Steps for the first escalation:

1. Pax calls
2. Check Shelf and inform pax
3. If pax insists to speak with a Supervisor (or Manager), check if SOD/TL/Mentor is available

a. If SOD/TL/Mentor is available

- i. Brief SOD/TL/Mentor and register errand in Edvin using template "Coordinator/TL escalation - Supervisor call"
 - **Channel:** Depends on how the customer contacted us
 - **Category:** Depends on the customer's request
 - **Type:** Call transfer/Callback (SOD/TL/Manager)
 - **Action:** Pax requested call transfer/callback
- ii. Place on Queue for SV-Callback(Press place on queue in Edvin, select support-respective office, supervisor callback-respective office) and transfer the line to the SOD/TL/Mentor.

b. If SOD/TL/Mentor is NOT available

- i. Inform pax SOD/TL/Mentor will contact them within 24 hours
- ii. Register errand with template TL escalation - SV call
 - **Channel:** Depends on how the customer contacted us
 - **Category:** Depends on the customer's request
 - **Type:** Call transfer/Callback (SOD/TL/Manager)
 - **Action:** Pax requested call transfer/callback
- iii. Place on Queue for SV-Callback(Press place on queue in Edvin, select support-respective office, supervisor callback-respective office)

"Coordinator/TL escalation - Supervisor call" Template:

Register Errand



Name of customer contact *

Phone nr to contact the customer *

Email address to contact customer *

Pax Preferred Language *

Pax claims/requests *

Customer Order ID *

Interaction ID *

Calling hours (including timezone) *

Reason for SV callback *

Information shared by the agent *

Use template

Cancel

Customer name :
Pax ctc number :
Email address to contact customer :
Pax Preferred Language :
Pax Claims :
Customer Order ID :
Interaction ID :
Calling hours (including timezone) :
Reason for SV callback :
Information shared by the agent :

* Please add all mandatory information fields

Agent actions if a case is already escalated:

1. If SOD/TL/Mentor is available

- Register Errand with type Call transfer
 - **Channel:** Depends on how the customer contacted us
 - **Category:** Depends on the customer's request
 - **Type:** Call transfer/Callback (SOD/TL/Manager)
 - **Action:** Pax requested call transfer/callback
- Transfer the line to the SOD/TL/Mentor

2. If SOD/TL/Mentor is NOT available

- Register Errand with type Already Escalated and inform pax that the request is prioritized
- Change the status on SV callback queue to: 'needs to be handled'

TL/SOD/Mentor actions

For CNX: SV callbacks should be handled by Team Leads and Mentors

For WNS: SV callbacks should be handled by SOD

SLA: 24 hours

If SOD/TL/Mentor is available for a call transfer.

1. Assign the case to you
2. Apologize if needed
3. Focus on a resolution as per our Processes and Scripts
4. Register errand
 - **Channel: 9:Leaders** (If you are a TL)
25: FL coord - callback (If you are an FL coordinator)
 - **Category:** (As per specific request) **Refer the below list**
 - 1: Rebooking
 - 2: Cancellation/refund
 - 4: Change of name & passenger info
 - 7: Baggage
 - 8: Seating
 - 10: Force Majeure
 - 18: Schedule change
 - 36: ETG escalation
 - **Type: Supervisor Call**
 - **Action:** (Depending on the case) **Refer below list and description for each action**
 - 1: **Finalized** - when we have finalized all actions expected towards the customer's request based on the process.
 - 2: **Awaiting customer** - when we have done our needed interaction with the customer and await him to response to our next follow up or already provided options.
 - 3: **Awaiting supplier** - when we have sent a request to the partner/supplier and we await their response
 - 4: **Internal investigation** - when supervisor needs to make his internal investigation before coming back to the customers' request.
 - 5: **Sent for reassignment** - in rare scenarios when case needs to be reassigned to meet expectations given to the customer and meet our SLAs.
 - 6: **Pax not reached post Follow up** - in scenarios where Coordinators/TLs have followed all the steps and attempts for follow up based on the process and yet have not reached the customer.
5. Remove the case from the SV-Callback queue

If SOD/TL/Mentor is NOT available for a call transfer (pick up from SV callback queue).

1. Enter the SV-callback queue and prioritize the cases with the status "Need to be handled".

2. Assign the case to you.
3. Review the case and try to resolve it before the call.
4. Try to reach pax via telephone. **ALWAYS follow the outbound call process [here](#).**
Wait until you reach the voicemail or until the line is terminated automatically. If the customer is not reachable, leave a voicemail as below:

Note : To have consistency in the process, please add the **"Brand Name"** in the voice mail.

"Hello!

We are calling from your travel agency(Brand), regarding your request to be contacted by a supervisor for your order.

We will try to contact you again on the same number within the next hours."

5. Could we reach the customer?

- **YES**

- Apologize if needed.
- Focus on the resolution as per our Processes and Scripts
- In Genesys use wrap up code **SOD callback** if customer agrees to be recorded.
- Register errand including the Genesys interaction id.
 - **Channel:** **9:Leaders** (If you are a TL)
25: FL coord - callback (If you are an FL coordinator)
 - **Category:** (As per specific request) **Refer the below list**
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 - 2: Cancellation/refund
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 - 5: **Sent for reassignment** - in rare scenarios when case needs to be reassigned to meet expectations given to the customer and meet our SLAs.
 - 6: **Pax not reached post Follow up** - in scenarios where Coordinators/TLs have followed all the steps and attempts for follow up based on the process and yet have not reached the customer.
- Remove the case from the SV-Callback queue.

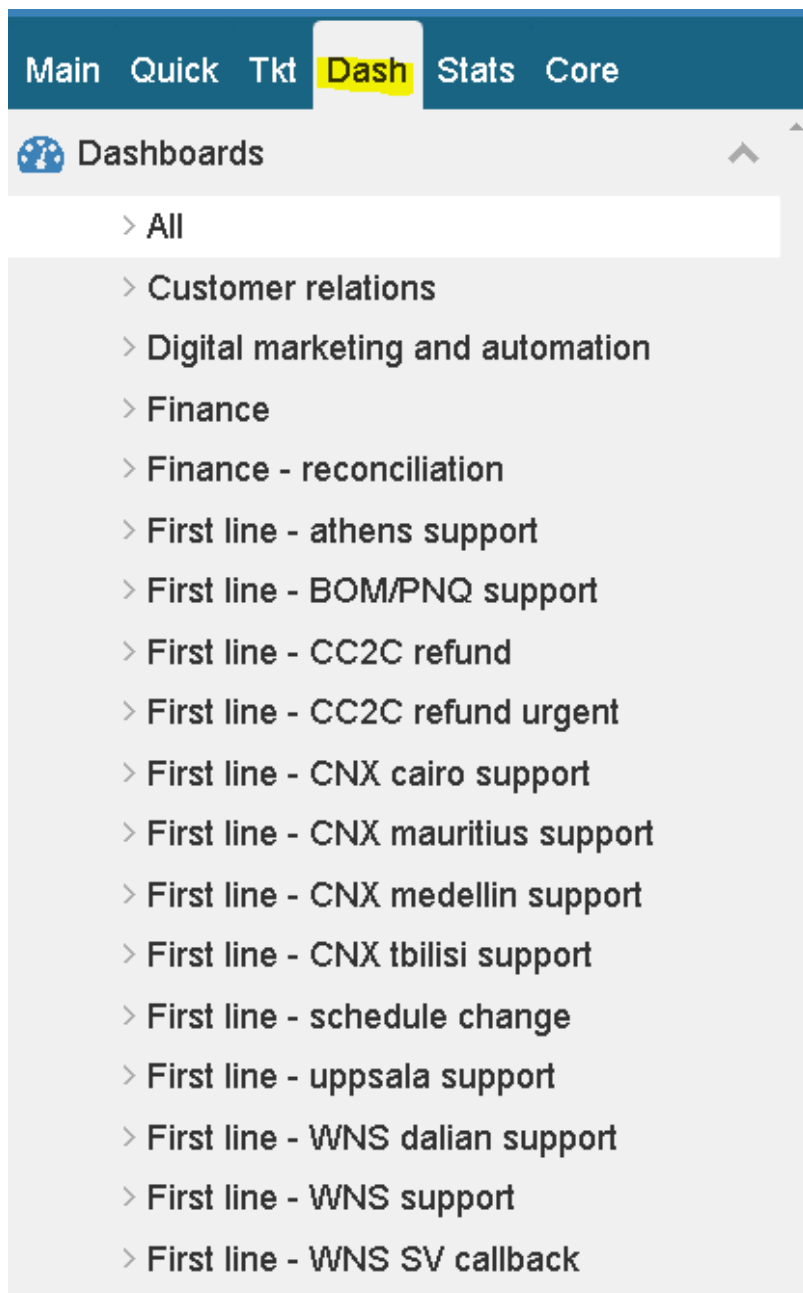
- **NO:**

- Register errand

- **Channel:** **9:Leaders** (If you are a TL)
25: FL coord - callback (If you are an FL coordinator)
- **Category:** (As per specific request) **Refer the below list**
 - 1: Rebooking
 - 2: Cancellation/refund
 - 4: Change of name & passenger info
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 - 5: **Sent for reassignment** - in rare scenarios when case needs to be reassigned to meet expectations given to the customer and meet our SLAs.
 - 6: **Pax not reached post Follow up** - in scenarios where Coordinators/TLs have followed all the steps and attempts for follow up based on the process and yet have not reached the customer.
- Send SMS to the customer using the SMS template: "SV callback"
- Try to reach pax via telephone. Wait until the line is terminated automatically. **ALWAYS follow the outbound call process [here](#).**
 - If you can reach the customer, follow the steps mentioned above under "**YES**".
 - If we cannot reach the customer, send an E-mail via Edvin with the case resolution and remove it from the SV callback queue.

How to enter the SV-callback queues:

1. In the Edvin menu, press "dash":



2. Select your location's dashboard:

- WNS all locations: First line - WNS SV callback
- CNX Cairo: First line - CNX cairo support
- CNX Tbilisi: First line - CNX tbilisi support
- CNX Mauritius: First line - CNX mauritius support
- CNX Medellin: First line - CNX medellin support

MainQuick TktDashStatsCore

Dashboards

> All

> Customer relations

> Digital marketing and automation

> Finance

> Finance - reconciliation

> First line - athens support

> First line - BOM/PNQ support

> First line - CC2C refund

> First line - CC2C refund urgent

> First line - CNX cairo support

> First line - CNX mauritius support

> First line - CNX medellin support

> First line - CNX tbilisi support

> First line - schedule change

> First line - uppsala support

> First line - WNS dalian support

> First line - WNS support

> First line - WNS SV callback

3. Find Supervisor call back queue and click to enter.

| Detail | | Queue name | | |
|-----------|---------------------|------------|---|----|
| Inhandled | Queue name | 1 | 0 | Fr |
| 2 | Supervisor callback | | | |

Please refer to the table below: This table helps supervisors quickly identify the best possible solutions for customer queries during callbacks.

| Request is related to | Outcome | Alternative solution |
|--|---|--|
| Cancellation | No refund permitted | 1. Propose voluntary rebooking |
| Rebooking | No reissue permitted | 1. Propose cancellation 2. New ticket sell |
| NACO | No NACO permitted | 1. Propose cancellation 2. New ticket sell |
| Special equipment/pet | Not permitted on the specific flight | 1. Propose voluntary rebooking to a different flight using the FXK command, and verify if special equipment is permitted. 2. Cancellation 3. New ticket sell |
| VI order, connection is less than 2 hours | Baggage cannot be added | 1. Propose voluntary rebooking to increase MCT and ensure the checked bag is added accordingly. |
| The customer claims that we provided the wrong itinerary | After investigation, we see that it was the passenger's fault | 1. Propose voluntary rebooking 2. Cancellation according to void/24h/rules, whatever is applicable 3. NACH if possible 4. New ticket sell |

Important: In case you receive any incorrectly placed case then you should queue it back to the correct outsourcing SV callback queue for handling.