## **Entering CSIs Regarding the POA Collections Initiative**

A. Add Contact

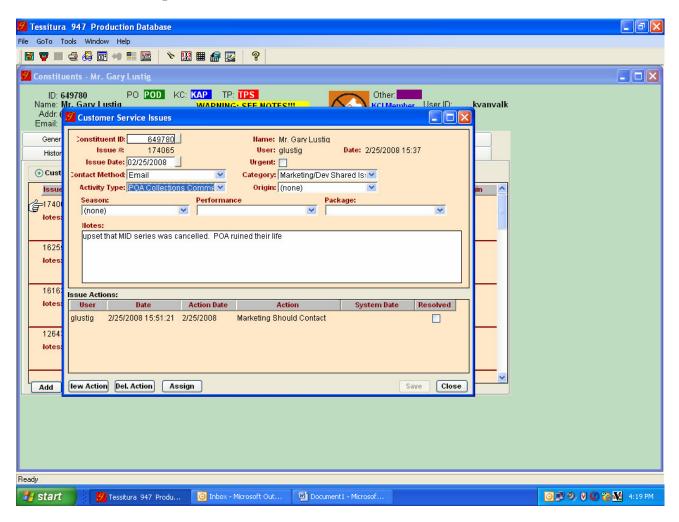
B.

Contact Method

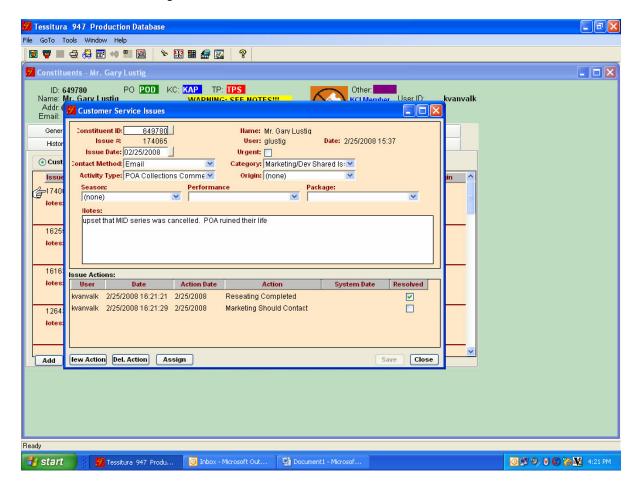
<u>Category</u>: Marketing/Dev Shared Issue <u>Activity Type</u>:POA Collections Comment

**Insert Comments** 

- C. If they are requesting a call from the marketing department and/or if they cancel their subscription
- 1. Issue Actions
- 2. New Action
  - a. Action Marketing should contact
    - ♦ Leave open



- D. If they can be reseated immediately, but they are still unhappy
- 1. Issue Actions
- 2. New Action
  - a. Action Reseating completed
    - ♦ Close
  - **b.** Action Marketing should contact
    - **♦** Leave open



- E. If no further action is needed, they just wanted to voice their complaint
- 1. Issue Actions
- 2. New Action
  - a. Action No Follow-up Needed
    - ♦ Close

