

Entering CSIs Regarding the POA Collections Initiative

A. Add Contact

B.

Contact Method

Category: Marketing/Dev Shared Issue

Activity Type: 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

The screenshot displays the Tessitura 947 Production Database interface. The main window is titled "Constituents - Mr. Gary Lustig". It shows a list of issues on the left and a detailed view of a specific issue on the right. The issue details form is titled "Customer Service Issues" and contains the following information:

- Constituent ID: 649780
- Issue #: 174065
- Issue Date: 02/25/2008
- Name: Mr. Gary Lustig
- User: glustig
- Date: 2/25/2008 15:37
- Contact Method: Email
- Urgent: ☐
- Category: Marketing/Dev Shared Is
- Activity Type: POA Collections Comm
- Origin: (none)
- Season: (none)
- Performance: (none)
- Package: (none)
- Notes: upset that MID series was cancelled. POA ruined their life

Below the form is a table titled "Issue Actions:" with the following data:

User	Date	Action Date	Action	System Date	Resolved
glustig	2/25/2008 15:51:21	2/25/2008	Marketing Should Contact		<input type="checkbox"/>

At the bottom of the form are buttons for "Add", "New Action", "Del. Action", "Assign", "Save", and "Close". The Windows taskbar at the bottom shows the Start button and several open applications: "Tessitura 947 Produ...", "Inbox - Microsoft Out...", and "Document1 - Microsof...". The system clock shows 4:19 PM.

D. If they can be reseatd immediately, but they are still unhappy

1. Issue Actions

2. New Action

a. Action – Reseating completed

◆ Close

b. Action – Marketing should contact

◆ Leave open

The screenshot displays the Tessitura 947 Production Database application. A 'Customer Service Issues' window is open, showing details for a constituent named Mr. Gary Lustig. The window includes fields for Constituent ID, Issue #, Issue Date, Contact Method, Activity Type, Season, Performance, Package, and a Notes section. Below these fields is a table titled 'Issue Actions' with columns for User, Date, Action Date, Action, System Date, and Resolved. The table shows two actions: 'Reseating Completed' and 'Marketing Should Contact'. The 'Reseating Completed' action is marked as resolved with a checkmark. The 'Marketing Should Contact' action is not resolved. The window also has buttons for 'Add', 'New Action', 'Del. Action', 'Assign', 'Save', and 'Close'.

Constituent ID: 649780
Issue #: 174065
Issue Date: 02/25/2008
Contact Method: Email
Activity Type: POA Collections Comm
Season: (none)
Performance: (none)
Package: (none)
Name: Mr. Gary Lustig
User: glustig
Date: 2/25/2008 15:37
Urgent: ☐
Category: Marketing/Dev Shared Is:
Origin: (none)
Notes:
upset that MID series was cancelled. POA ruined their life

User	Date	Action Date	Action	System Date	Resolved
kvanvalk	2/25/2008 16:21:21	2/25/2008	Reseating Completed		<input checked="" type="checkbox"/>
kvanvalk	2/25/2008 16:21:29	2/25/2008	Marketing Should Contact		<input type="checkbox"/>

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

Tessitura 947 Production Database

File GoTo Tools Window Help

Constituents - Mr. Gary Lustig

ID: 649780 PO **POD** KC: **KAP** TP: **TPS** Other: **KCL Member** User ID: kvanvalk

Name: Mr. Gary Lustig
Address:
Email:

Customer Service Issues

Constituent ID: 649780 Name: Mr. Gary Lustig
Issue #: 174065 User: glustig Date: 2/25/2008 15:37
Issue Date: 02/25/2008 Urgent: ☐
Contact Method: Email Category: Marketing/Dev Shared Is:
Activity Type: POA Collections Comme Origin: (none)
Season: (none) Performance Package:
Notes:
upset that MID series was cancelled. POA ruined their life

Issue Actions:

User	Date	Action Date	Action	System Date	Resolved
kvanvalk	2/25/2008 16:23:51	2/25/2008	No Follow-up Needed		<input checked="" type="checkbox"/>

Add New Action Del. Action Assign Save Close

Ready

start Tessitura 947 Produ... Inbox - Microsoft Out... Document1 - Microsof... 4:24 PM