When & Where to Escalate

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Account Access Issues

Type of Issue	Assign to	Notes
Account Verification	Account Verification	First, answer any questions that don’t require account-specific details. If account specific information is needed to help the customer, please request verification information and assign to the Account Verification queue.
Provide Username on Account	PIT Queue	Under extremely rare circumstances, the PIT team can provide a username. Send to PIT queue without promising that we can provide a username. This should only be done by an Esc 2 person when account verification has already taken place or customer is writing from their account
Customer doesn’t have access	Respond using Auto Response to create new account.	Please use the “Email and phone – no access” auto response

to email or phone # to receive verification codes	If customer is upset after responding, send to PIT	first. If customer responds back with any further concerns/upset, please send to PIT without responding
Two-Step Verification – Customer ONLY has Phone listed as true and can't access account OR has "Is Only Auth App" as true and can't access the authenticator	Esc 3	Ask for the verifying information on the account and add the Esc 3 category to it before closing the issue. Esc 3 will verify the situation and reassign as necessary.

Amendments

Type of Issue	Assign to	Notes
Filing Status Change on an Amendment	PIT Queue	If a customer changes their filing status on an amendment, the prior year AGI screens are locked and they cannot change anything. The screen tells them to contact support. Send the issue to PIT Crew Queue and we can adjust their account for them.

Fraud or Potential Fraud

Duplicate SSN emails; customer says they were notified of another account, or anything similar	PIT	Please DO NOT respond to these issues. Send them directly to PIT Queue. These are time sensitive and need to be handled quickly.
Is Scammer = Y	Esc 3	If TP Info shows this, place in Esc 3 queue without a note & without a response. EXCEPT: If customer is asking a question that doesn't pertain to e-filing or paying, please answer question and then send to Esc 3 without any note. If customer is writing from outside their account, please verify information first; then note account ID that needs to be looked at.
Lock account requests	Esc 3	Put a note in the issue if the customer has requested the account

		to be locked and leave in Esc 3 - please don't reply. If the customer is writing in because they cannot access a locked account, those issues should also go to Esc 3 without a reply.
Unrequested Verification Codes (phone or text) - email says "I don't have an account with you"	PIT Queue	If email says specifically, "I don't have an account..." or something similar, send to the PIT Crew Queue right away. If you aren't sure, send to Esc 3.
Other Fraud Concerns	Everyone	See the Fraud Handling FAQs document on the Support Site on how to respond. If there are further concerns of fraud, send to Esc 3.

Payment Issues

Type of Issue	Assign to	Notes
Fraudulent Credit Card Use OR Money Debited from Bank Account without Permission	Billing & Payment	Billing & Payment has been trained on what information to ask for. Those trained in Billing & Payment queue will send to Managers
Prior Payment Issues	Billing & Payment	If a customer receives a declined payment due to prior payment issues, or if you see the customer's transaction table has notes indicating prior payment issues, send to please put in Billing & Payment queue.
Refund Requests	Billing & Payment	Do not respond to the customer if they are asking for a refund. Those working in the Billing and Payments queue know how to handle these requests. Please put these issues directly in the Billing and Payment queue without responding or asking for verifying information.
		Please see RT Collection FAQs Document

RT Collections	PIT Queue	on Support Site for how to respond initially. If more action is required (according to Doc), send to PIT Queue.
Printed Copy Order Issues	See Printed Copy and Shipping Info	Please review Printed Copy and Shipping Info for responses on how to respond before sending to the Print Fulfillment queue.
Free File	See File File Doc	Please review Free File doc for information on how to handle Free File issues.

Other Issues

Type of Issue	Assign to	Notes
Suspected or known bugs	Esc level directly above your assigned level.	If you have tested something and there appears to be a bug in the software, send it to the next escalation level above you. Respond to the customer saying, "We are researching this further and will get back with you". Include a test account when possible. Do not tag it as a bug. If you are in Esc 3, and proper notes have been added by an Esc 3 agent, then place in the Bug Team ONLY queue.
Typos in FAQs	Laura Johnson	If you notice a typo or punctuation mistake in an FAQ in the software, please make a note of the FAQ # and the mistake in the issue and send it to Laura Johnson.
Delete Account/CCPA requests	Manager Queue	If they are a Virginia or California customer, please send these requests to the Managers queue to handle. Customers from all other states can be handled by everyone.
Customer Review Issues	Esc 3	When you see an issue that says “Response to your recent review”, assign to Esc 3. Todd will pull them from here.
Allow Attachments is needed	Esc 3	If a customer meets the criteria to send an attachment to us in their support ticket, please send to Esc 3 so they can enable “Allow Attachments” on the Edit Issue screen. Please make sure to reference “Allow Attachment” Guidelines first

Message with Ray ID OR Blocked Foreign Country	Manager Queue	Any customer writing in saying they can't access our website due to receiving a Ray ID message or being in a country we don't allow, please assign to Manager Queue without replying.
Returns on hold in "G" status for more than 24 hours	Esc 3	Please DO NOT respond to these issues and send directly to Esc 3. These may be time sensitive.
Reset account requests - ONLY 2017 to current year If the customer simply wants to start over, please instruct them to go to Personal>Taxpayer Info and proceed through the screens to make changes.	Esc 3	This is for customers whose prior year information didn't rollover because they logged into the next year before finalizing the prior year. Reply that you will have a supervisor investigate it further and send to Esc 3. DO NOT promise that we can reset the account
Customer wants to add Pro Support to their account but it isn't showing	Esc 3	Verify that Pro Support is not available for the customer (Is Pro Support Available = N) and let the customer know that we are looking into the possibility of adding the Pro Support option to their account. Then send to Esc 3.
Subpoena Requests	Manager Queue	Send to Manager queue without replying
RT customer who mailed rejected return	Manager Queue	Check to make sure customer used RT and the return is in R status. If you aren't sure, escalate to the next level above you with a note about your suspicions
Audit Defense Customer complaining about experience with Protection Plus	Managers	Check to make sure the customer ordered Audit Defense on the year that the customer needs assistance with an audit. If they received an audit and tried to work with Protection Plus but are unhappy with the service, please assign these to the Manager queue.
RT Refund Questions	Esc level directly above your assigned level.	If an RT customer is complaining that they haven't received their refund, use the tools available (RT Record) first. If you still can't answer their question, put in notes and send it to the Esc directly above you.
EFIN Verification	Esc 3	If a customer is asking about getting their EFIN verified, please put it in the Esc 3 queue.

Assign an issue to a queue -

For issues you don’t know the answer to, please add a brief note with your research and send it to the escalation queue above you.

GQ > Esc 1 -------- Esc 1 > Esc 2 --------Esc 2 > Esc 3

Let it work its way up the escalation path (unless it's an issue you've been instructed to put in a specific queue.) Don't assign things directly to a user unless you have talked to them, and they have requested that you do so.

Those who are working the escalation queues, if you take an issue that could require more than 30 minutes to get an answer, send the customer a quick message that you are looking into it and will contact them soon.

If you get an issue where another support agent has said they will send the issue up the line or they will get back to them (refunds, Esc. 2, etc.), please make sure you do get back to them, so they know what is happening. If we don't do this, it generates more disjointed support messages.

Queues that aren’t used by Customer Support

(PLEASE DO NOT PUT ISSUES IN THESE QUEUES):

BAD_EMAIL Chargeback Holding