



Re: Pull Forward Jobs

We have been receiving request from some of our customers to pull jobs forward in certain regions. In order to carry out this task, agents will **ALWAYS** utilize the **Pending Jobs** option in CCS desk as seen below:

Outlined below is the steps to utilize the tool:

1. In the **Address** field, place the complete address (**5669 Vantage Pt, Memphis, TN 38120**) for where the technician is located. If you don't have the complete address, you can use broader search criteria, such as just the city/town, street name, or zip code. In that case, the search function works just like Google maps, looking at the center of the city/zip/street. Keep in mind, the radius is "as crow flies", it doesn't take into account street level routing.
2. In the **Search Radius (mi)** field start with the number **1** and click on the **Search** button. If no results show as seen below, you will enter the number **2** and search again. **Note:** you can do a search up to 100 miles. The idea is to find the **closest** job for the tech.

Below is an example where we found results using a 2-mile search radius.

Note: **We pull forward Install jobs first; such as New Installs or Former Installs. We can try Upgrade jobs after exhausting Install opportunities, then, as a last resort, Service Calls.**

CCS DESK

Pending Jobs

Techs

Managers

References

Error Codes

Pending Jobs

Address

5669 Vantage Pt, Memphi

Search Radius (mi)

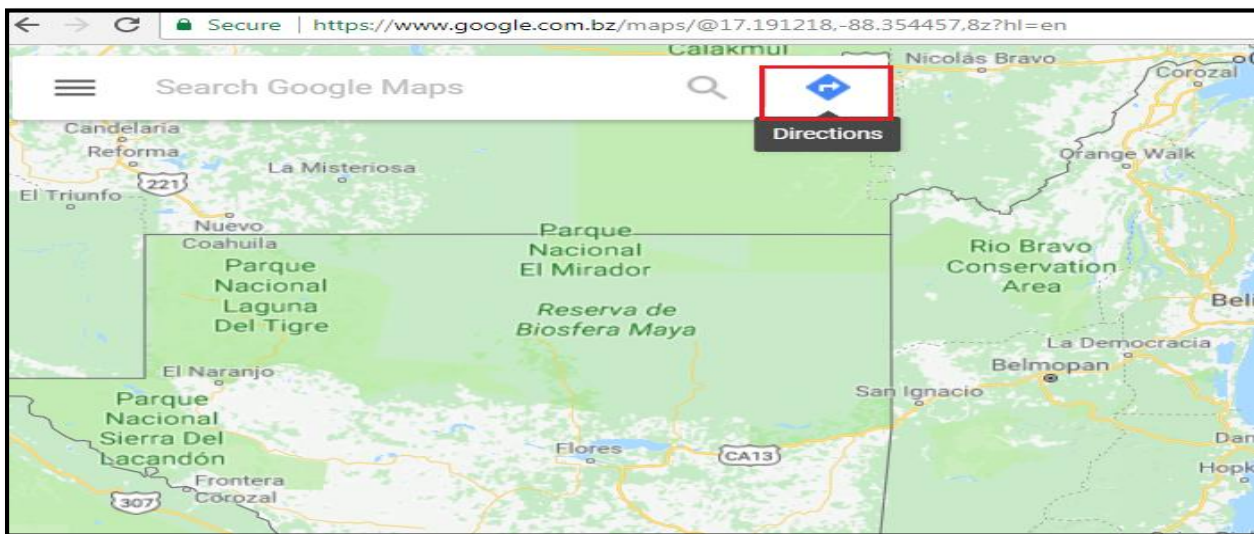
2

Search

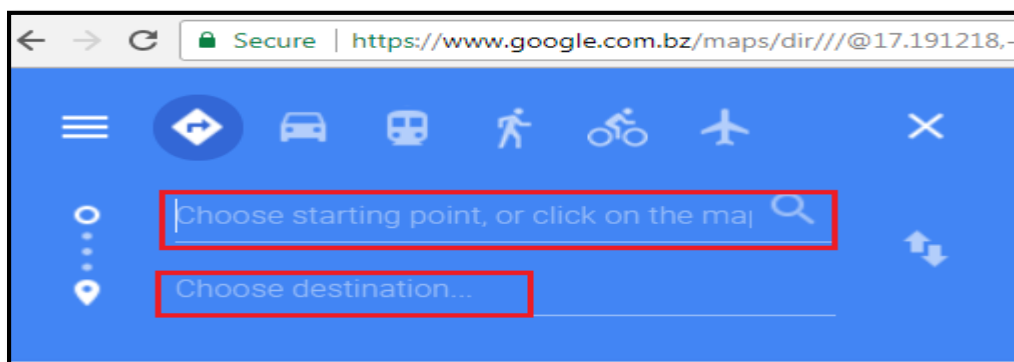
HSP	Activity Nu...	Order Type	Status	Distance (...)	Due Date	DMA	SR	Cust Phon...	Cust Name	Address
Goodman	1-2SPOCC...	New Install	Scheduled	1.5	12/30/17 ...	MEMPHIS ...	TN30	90123356...	TURNER, J...	1298 S SE...
Goodman	1-2SVPKIFO	Service	Scheduled	1.7	12/30/17 ...	MEMPHIS ...	TN30	90183091...	COCHRAN,...	1422 OAK ...

From the results, you will be able to see the order type, DMA, customer information, customer address, etc.

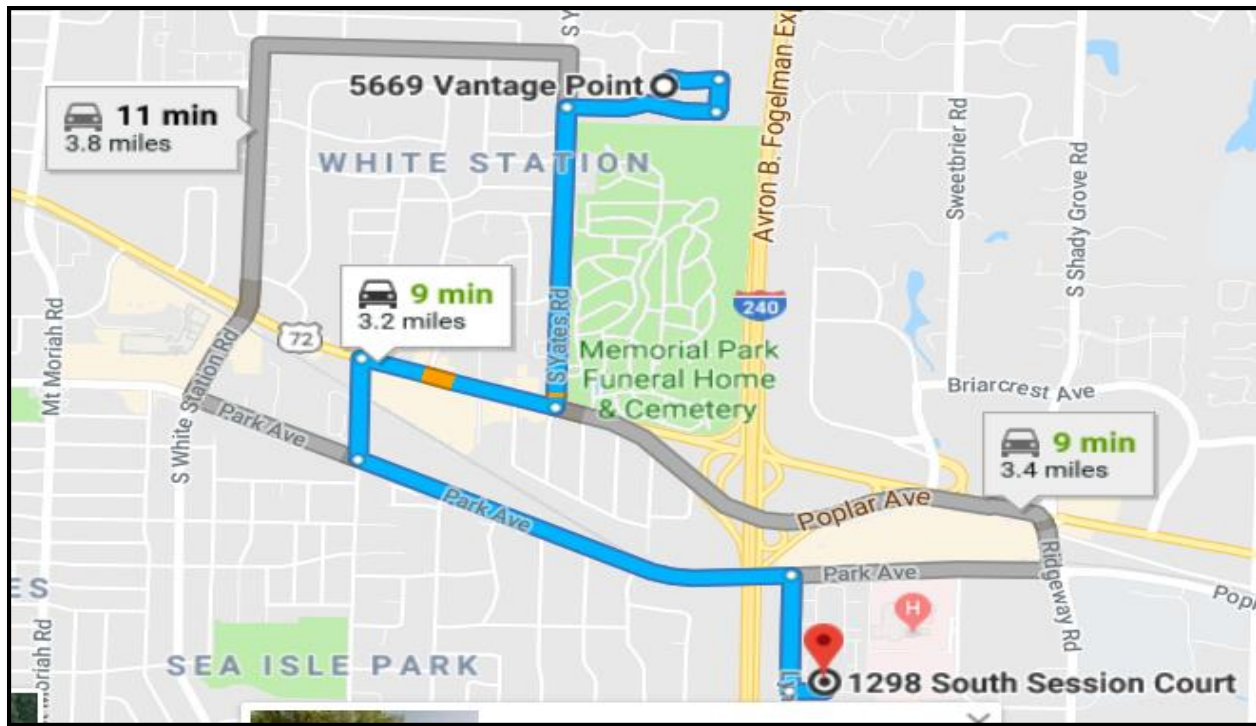
3. Use the **google map function** to search the distance between the tech and potential job.
 - a. Click on the **Directions** button



- b. Enter the address where the tech is located in the **starting point** field followed by the customer's address in the destination field. Click Search icon



- c. The results will reflect the distance between the tech and the potential job. As seen below, the tech is only 9 minutes away from the potential job.



4. Agent will then call the customer using the below script:

"Hello this is _____ (your name) from DirecTV, how are you? I see that your job is scheduled for a future date however we have a technician that's in your area today would you be interested in moving your appointment into today's date."

Agent will also have to verify if the customer lives in an apartment building. If so, we have to ask if they have a Landlord permission.

If the customer agrees, **we will not place the job on the technician Gantt as yet.**

Agent will place the below information in the google chat, informing the google supervisor that this is a Pull Forward Job.

1. Activity #
2. Phone #
3. Zip code
4. Equipment needed for job

The tech will roll to the customer's house and verify Line of site and landlord permission.

If the technician verifies that they can complete the job they will call in and we will drop the job onto the technician in FS scheduler.

Important Note:

If the job cannot go in and customer wants to cancel their appointment, we are cancelling the job leaving it scheduled for whatever future date they were initially. We should never up schedule the job and then cancel, this has a negative impact on metrics.