Memorandum

Date: December 05th, 2017

Ready Call Center

To: CCS Team

From: Training

Re: Job Left On Site

Onsite Email Process

Agent will follow this process when sending an email in the event that they have an onsite job and they are unable to reach the technician.

- Place activity number of the job and the technician's I.D number in the group chat for the said DMA.

- If there is no response from the chat group, contact the technician's supervisor via phone.

- If the technician's supervisor doesn't answer, then contact the POC for the said area via phone.

- NOTATE THE ACCOUNT IN SEIBEL; ADDING THAT YOU ATTEMPTED TO GET AN UPDATE ON THE ON SITE JOB FROM TECH/SUP/POC.

- If the POC doesn't answer the agent will copy the message below and fill out the form explaining the steps above in the notes and send an email attaching the POC for the area along with cburtonccslive@gmail.com, azriel.cruz@ccs-live.com, david.long@ccs-live.com and their assigned supervisor

CSS Training MEMO (Re- Job Left On Site)