



# Memorandum

Date: December 12<sup>th</sup> 2017

To: CCS Team

From: Training

Re: CCS Desk Call Log

You are to start logging all calls using the CCS Desk tool. The instruction is as follows:

1. Open [ccsdesk.com](https://ccsdesk.com)

email: [user@example.com](mailto:user@example.com)

password: user

2. Search for Technician based on one of the following

Tech Id	First Name	Last Name	Company	DMA	Office

- 3.

Click the Tech Id (*Highlighted blue*)

Techs

[Logout](#)

Tech Id	First Name	Last Name	Company	DMA	Office
		Cornellier			
DSWI130015	Ryan	Cornellier	DirectSat	MILWAUKEE WI	MADISON WI

4. Select from the drop-down, the outcome of the call and click **Log Call**.

## Ryan Cornellier

### Basic Info

Company	DirectSat
Tech ID	DSWI130015
Phone Number	(262) 385-3609
Skills	INSTALL UPGRADE SERVICE - COMM MDU WB NC ROLLBACK FW
Schedule	DV 8-5 S off
Start LL	<a href="#">42.657919</a> , <a href="#">-88.6101</a>
DMA	MILWAUKEE WI
Office	MADISON WI
Service Region	WI02

Select One

Select One

Job Status - Closed

Job Status - Cancel

Job Status - On Site

Job Status - Hold

Job Status - Door Tag

Job Status - Reschedule

Job Status - Pull Forward

Job Status - Acknowledged/Dispatched/En Route

Job Status - Other

WO Handling - Inventory Movement

WO Handling - Signature Capture

WO Handling - FOSS/OLI Issues

WO Handling - OLI add/Modify

WO Handling - IV retest

WO Handling - Create NCTR

Misc - Resend Authorization

Misc - Request Call Back

Misc - Referred to Another Department/POC

Call Tech - Follow up on prior call

Contact

No one has claim

Contact

Robert Ames

Elser Bryan

Abraham Jimenez

Raul Franco

Domingo Fietes

Will Filla

Line Dave

WI02

Milwaukee Wi

DNF

(847) 553-8902

(630) 401-5900

(630) 809-9617

(989) 245-6039

Log Call