



Memorandum

Date: December 11th, 2017

To: CCS Team

From: Training

Re: Informing Tech of Jobs & Pulling Jobs

Informing Tech of Jobs

It was brought to our attention that our agents have been informing the Techs of their upcoming scheduled jobs.

You are not to inform a tech of these job. If asked by a technician for the jobs, you are to inform that tech that this is against PNP rules, and they should contact their supervisor this information.

Pulling Jobs

We have been receiving request from some of our customer to pull jobs forward in certain regions. The idea is to:

- Call the customer using the following script:
"Hello this is Dave 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."
- We capture the
 - Activity #
 - Phone #
 - Zip code
 - Equipment needed for job
- We send this info in the google chat without pulling the job into FS. Inform the google supervisor that this is a Pull Forward Job.
- The tech will roll to the customers house and verify Line of site and landlord permission.
- If they verify they can complete the job they will call In and we will drop the job onto the technician.

These are the steps to follow once instructed by your supervisor. You must provide your supervisor with the Market and Supervisor that refuses this activity.

Sending Emails

When copying Carolee Burton or Azriel Cruz, you are to use their CCS email as indicated here. Do not send emails to Gmail or Ready Call account.

Carolee Burton: carolee.burton@ccs-live.com

Azriel Cruz azriel.cruz@ccs-live.com