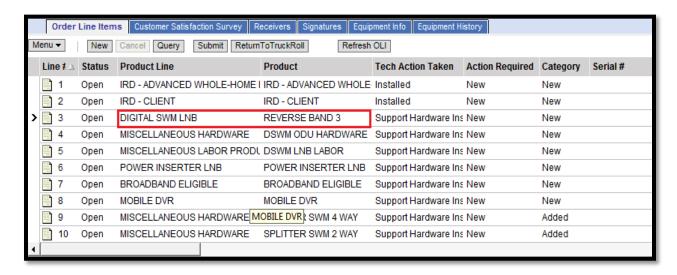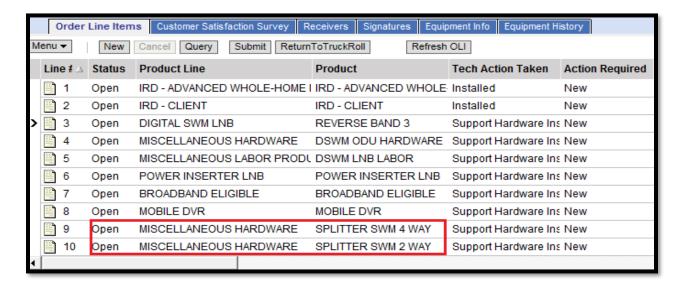# Sunrise Process

AM:

Change all **DIGITAL SWM LNB** to **REVERSE BAND 3**, in Fairfield, PA-20 and PA-41.

Add 2 way and 4 way splitters to all accounts for jobs in Fairfield, PA-21 (Pennsauken), PA-20 and PA-41. Double up if requested. **Note: 8 way splitters might be requested by manager at times.**

PRE-CALL: all AM customers and check for the following:

1. Landlord permission to place dish on roof
2. ALL TVs on site
3. Order confirmation – if 4k check if they have 4k TVs

Note: All pre-calls need to be noted in Siebel. For Betsy's region only, we also need to place the Pre-call information on the Pre-Call spreadsheet.

How to pull up Pre-call list for Betsy

Perform a filter in Siebel by placing the following information in the field in Siebel

1. Due: today ( )
2. Service Region: PA21 OR PA22 OR PA23 (Bethlehem) NJ01 OR NJ02 OR NJ04 OR NJ08 (Fairfield)
3. Tech Team: DS9364 (Bethlehem), DS9234 (Fairfield)

AM/PM:

Start pre-calls for all PM customers at 11 AM

Check for same thing: LLP, TVS on site, Order confirmation & 4k TVs on site. **Note: All pre-calls need to be noted in Siebel. For Betsy region only, we also need to place the Pre-call information on the Pre-Call spreadsheet.**

There is a shortage of 4k so check with the manager if they have any in stock*

If a customer does not answer- try a second time an hour or two later depending on the time frame they are scheduled for.

DAILY ROUTES

All AM jobs should be on route by 11:00 AM (45 min eta) with customers called and accounts noted. On site by 11:50 AM (EXCEPT FAIRFIELD- we don't place them on site)

All PM jobs should be on route by 3:00 PM (45 min eta) with customers called and accounts noted. On site by 3:50 PM (EXCEPT FAIFIELD- we don't place them on site)

POST CALL:

Post calls- still have to be done prior to the job being closed. The question "**How likely are you to recommend DirecTV based on the experience with your tech TODAY – scale 1-10**"

Post calls – next day the only question that we want to ask is **"How is everything going with the system?** Ok if you should have any questions or concerns please feel free to call us and we will get a supervisor involved".

SURVEY CALL:

Hello, this is _____ dispatcher for the technician. **How did everything go?** (customer answers) "Great!" or "Sorry to hear that, let me have a manager call you immediately (should it be anything negative)."

We just like to speak to the customers because you will be receiving an automated call in regards to your most recent technician visit. The most important question on that call is " **How likely are you to recommend DirecTV based on the experience with your tech TODAY – scale 1-10**? (Customer answers- if they answer anything other than a 9-10 ...we advise the customer that a supervisor will be in touch with them). Last question, (should they have answered a 10).

Did the technician educate you on who to text or email should you have service issues or concerns? (If customer doesn't say President's email) Please provide the email President@directsatusa.net and advise they can also text that email address if they have no email account.

It's very important that our recorded results reflect the customer's experience based on the technician's work. This should all be recorded in the Post-Call Spreadsheet. Post Calls are for Fairfield, Bethlehem, PA-20 and PA-41.

DAILY EMAIL:

Email is to be sent to Betsy Valdez (sunrisegroupsllc@gmail.com) with jobs that were placed on Hold, Cancelled or on site at the end of business day by the PM sup.

PULL FORWARD:

A pull forward is done to replace a job that was cancelled, rescheduled, placed on hold or if the technician has available time with no other work that can be assigned to him.

No tech should be idle- actively search for more work based on ZIP code and radius – check with other techs who might be running behind. If there is no one running behind proceed to pull forward work using the system Pending Jobs option in CCS desk. (Refer to CCS Training Update: Pull Forward for more details). We want to get through all am work and then move on to the pm work.

We have GM approval in KOP, Fairfield & Pennsauken (PA21)

- Call the tech and give him customer info and address (order info too after confirming they have line of site, land lord permission, etc.) When tech arrives, if the job is going in, we then place on the route. If the job is a cancel- we can cancel without pulling forward which won't affect SDCR.

Script

- "Hello this is Amy 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."

TECH IS ON SITE

In the scenario where tech is on site and nothing is closed, agent can proactively call the tech and get an update from him instead of asking the manager if the tech is still on site or if the job is being done. If the tech is stuck, then you can reach out to the manager for further assistance.

HOLDS, RESCHEDULES, CANCELS

For holds, reschedules or cancels, agent needs to get supervisor approval and then place the information in **upper management chat room to get the final approval**. This is for Bethlehem, Fairfield, KOP and Pennsauken. The name of the chat group is **Sunrise – Final Approval**. We need picture proof, hence the supervisor will ensure that they are getting proof for door tags and NLOS.

DOOR TAGS

If a door tag is approved in the AM time frame, ccs agent will call the job 2 hours later to see if customer is available. If yes, place the job back on the tech. If not, call in the PM time frame if there is room and tech is available then place back on the route. Our goal is to get all jobs in.

PIN THE BOARD