**Working Cases**

Support receives cases from the following channels:

22% -Email ([support@vinsolutions.com](mailto:support@vinsolutions.com))

13% - Web – Support Link in the MotoSnap Application

65% - Phone

All cases by web/email drop into a view called “Q-New Support Cases”, those are distributed to Level 1 Support members based on their current workload of phone cases.

Support users can view their cases by accessing the view called “\*\*My Cases\*\*”

IMPORTANT - Keeping the case status field up to date allows you, other support users and your managers to quickly access what is the next step for the issue to be resolved and closed.

The following is a guide to how manage cases and use the case status field.

**New:**

Case was just created or transferred to you from the new emailed cases. The following steps should be taken **immediately**  to start the resolution process.

* Review the case and determine whether it has enough information for you to resolve it, if not:
* Call Dealer Contact -if you get their voicemail, leave a detailed message with the information needed with your call back number and extension.
* Send an email requesting the additional information.
* Update the status to “Waiting on response”. These must be attended to daily, you cannot just sit and wait for the dealer to call/email back. The next day you must call/email again requesting the information . After 3 days of no response (there has be at least 1 phone call, it cannot be all emails) you can use the checkbox “Flag for Manager”.

Case has enough information

* If you give the solution by phone and the dealer accepts the solution, attach solution to case and close the case.
* If you give the solution by email, you must wait until you have received notification that the solution resolves the problem before you can close the case. If you do not hear from the dealer after 48 hours, you must attempt another phone call. If still no response, flag for manager.

**Escalate:** Case has enough information but you do not know how to resolve the issue. Use the case runner button “Escalate” and send the case to Level 2 for assistance (status automatically updated to Escalate).

***You must maintain strict follow-up to ensure the customer is aware of the process we are going through to resolve their case****.*

**Assigned:** this means that the owner of the escalation queue has assigned to case to a member of their team. If your case(s) get assigned quickly, congratulations you’re on the right track. ***You must maintain strict follow-up to ensure the customer is aware of the process we are going through to resolve their case.***

**Additional Information Needed:** if a cases is escalated to another department without enough information the assigned person to the case will use the case runner button “Request More Info” to ask you to get more information. You should receive an email notification requesting the information with the details of what is needed. Call/email the contact requesting the information. You must maintain strict follow-up to get the information, the faster Level 2 gets the information, the faster the case will get resolved and closed.

**Submitting Additional Information:** This status is automatically updated from the case runner button “Submit More Info”. Use this case runner button to submit information that might be requested from Level 2, DMS, Creative, Website support, and Development as requested from “Additional Information Needed”. An email will automatically be sent to the “Case Assignment” person with the information they requested. You must maintain strict follow-up to ensure the customer is aware of the process we are going through to resolve their case.

**Resolved:** auto updated from the case runner button “Resolved” . The case runner should contain the information needed to resolve the issue for the dealer. Be careful, sometimes users click the resolved button to send over a rejected request.

* If you give the resolution by phone and the dealer accepts the resolution, attach the solution to case and close the case.
* If you give the resolution by email, you must wait until you have received notification that the resolution resolves the problem before you can close the case. If you do not hear from the dealer after 72 hours (you must attempt at least 1 phone call) then you can close the case.

**Unresolved:** auto updated from the case runner button “Unresolved”. Primarily used by support to let an escalation assignee know that the solution they provided does not work.

**Working:** Contact has been made and you are investigating the issue. If this is the status of the case then you should be in contact with a level 2, or you’re investigating the issue trying to find an answer to call the customer back.

**Waiting on response:** You've called the customer and you know they're going to be calling/emailing you back with more information. These must be attended to daily, you cannot just sit and wait for the dealer to call/email back. The next day you must call/email again requesting the information . After 3 days of no response (there has be at least 1 phone call, it cannot be all emails) you can send the email template “Closed-non response”.

If you get a new case and you don’t call them and you just send an email you’re going to be waiting for hours, or days when you could have called then and talked for 5-10 minutes to get the information and get it escalated.

Good rule to follow is, if the customer sends in a case via email/web then sending emails should get responses. If they phone in a issue, then calling will get responses.

We must keep our clients informed of the process we are using to get the solution for their issue: escalating, requesting more information, submitting information, etc.

Happy dealers, happy support!