Email issue - SOP

Document Name

Contact Assistance Request Task

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Document Purpose

Email Issue

Overview

Email is revoked in out of box.

Required information

The following information is required when creating the Contact Assistance Request Task:

1. Caller Name – Name of person you are trying to reach.

2. Contact Number – Phone number of person you are trying to reach.

3. E-Mail Address – E-Mail address of person you are trying to reach.

4. EMP ID – EMP id of person you are trying to reach.

5. Issue – Short description of Issue the Caller is experiencing.

6. Reason for request – Short description of why you are attempting to reach the caller and what information you require from the caller.

Other Information

NA

Process

L1 agent should be able to guide the user to create a new e-Access request or help the user by raising a new e-Access request. Once it is approved by his/her manager it will go through an automated process through which the email will be created for the user automatically.