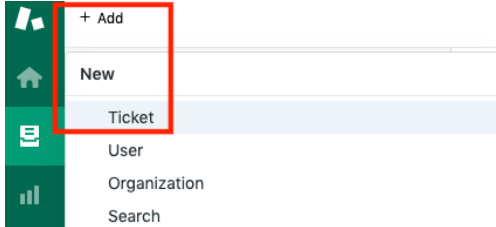


Spanish Callback Ticket in Zendesk

New Ticket

1. Open Zendesk and create new ticket for Customer's Email Address (Example: CustomerEmail@email.com) under the Requester section. An associated MC profile should come up if unique.
 - a. if there is no MC account, put "Not in ZD" as the requester



2. Apply macro, "**Transfer to:: Spanish Servicing.**"
 - a. This populates key fields (group, form, status to "Open, department)
3. If applicable, enter a internal note
 - a. Provide a brief summary of anything that may help the Spanish Speaking Agent help service the account
4. Submit as Open

Existing Ticket

1. Select ticket from Card Support - Inbox
2. Apply macro, "**Transfer to:: Spanish Servicing.**"
 - a. This populates key fields (group, form, status to "Open, department)
3. If applicable, enter a internal note
 - a. Provide a brief summary of anything that may help the Spanish Speaking Agent help service the account
4. Submit as Open