# Using TEC – System Technology Issues Time

[Process](#_Toc202876566)

[Related Documents](#_Toc202876567)

**Description:** Provides instructions to use TEC time when agents need to call IT to report an issue.

|  |
| --- |
| Process |

Complete the following steps:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Change Not Ready Reason code on Five9 softphone to **TEC – System Technology Issues**. | |
| **2** | Notify supervisor when you enter TEC. | |
| **If the agent needs to…** | **Then…** |
| Call IT Service Center 1-855-280-4872  Hours of Operation - 24 hours, 7 days a week | Notify your supervisor when the call with IT is complete. Provide the ticket number and reason for call. |
| Restart. | Notify your supervisor then complete the restart. Notify your supervisor when you are back online. |

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

[NICE Webstation and Employee Engagement Manager (EEM) Agent Index (043220)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9e0ef0c0-7b81-4b4a-821f-e712c3eca532)

[Customer Care Abbreviations, Definitions, and Terms (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Documents:**[CVS Health Attendance Policy (DOC 51628)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-051628), [Meal Breaks and Rest Periods Policy (DOC-012006)](https://policy.corp.cvscaremark.com/cs/groups/public/@pnp/@nu/@all/@all/@4000/documents/sop/b2mt/mdey/~edisp/doc-012006.pdf)

[Top of the Document](#_top)

 Not to Be Reproduced or Disclosed to Others without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**