# Be a Customer Care Power House, Be Knowledgeable

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**Description:** References being knowledgeable by using the resources provided to perform your role and provides some examples of what information you may find.

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| Keeping Yourself Updated |

There are changes daily, and it is important to utilize all resources to provide the member with the most up-to-date and accurate information. The below resources should be used each day.

* theSource
* Compass
* PeopleSafe
* Email

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| theSource |

theSource is needed on every call as it provides a variety of information to support the member’s call.

**Examples:**

* Announcements
* Acknowledgement Requirements
* New and Updated Work Instructions
* New and Updated Job Aids
* New and Updated References
* Samples
* CIF (Client Information form)
* Hyperlinks to policy documents

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| Compass/PeopleSafe |

Compass/PeopleSafe is used on every call; therefore, your knowledge of these systems is vital along with changes that may impact you.

**Examples:**

* Attend software release (SWR) Training
* Read SWR updates in theSource

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| Email |

Emails are a form of communication to help you quickly identify changes or issues that might have happened unexpectedly.

**Examples:**

* Issues identified within a specific group
* System failures (Compass, PeopleSafe or theSource.)
* Urgent Communications sent from Management and/or Supervisor
* Drug Recalls
* Departmental contact and hours of operation changes
* Inclement weather closings
* Holiday closings / hours change

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| Related Documents |

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

[Customer Care Power House Index (008982)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7b0390db-a2ed-4307-b9c5-b842130225e9)

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