Relocation SOP

- Once a call is received for a Relocation Request, mandatory questions are to be asked.

1. Is the power supply available at the place of installation to connect the adaptor within 2 feet?
2. Is the water supply available to connect the inlet nob within 6 feet.
3. Can the outlet pipe be connected to drain the water within 6 feet.
4. Need to check if the customer is valid or not.

If there is no problem with all the above questions we will move ahead.

- **Steps to follow after this:**

1. Take the necessary details like New Address, Pincode, Date of installation.

2. If the customer is not having any of the above details, please update the group as Relocation Team, status as pending and post in Slack and Tag Issue Resolution Team.

3. We will first provide the Only Installation option with the customer(Do not provide Delivery + Installation as an option).

4. Inform the customer to carry the device then we will send tech for installation.

5. We will not take any requests for the same day for Relocation.

6. Change the Group Name to Relocation Team(With in City or Intercity).

7. Create Job Id for the T**icket Created Date** which are < 7 days.

8. Any request that is > 3 days, **collect all the details from the customer (Address, Pincode). U**pdate the **Status as Pending & Group as Relocation Team**.

9. If the request is within 3 days, create Job Id as per the customer request.

10. If the customer is not ready to carry the device and raises a dispute, provide Delivery + Installation option.

11. After this follow Step 6 & Step 7.

Follow Up Job's or Tickets

- If there is an existing Job Id from the customer for Relocation and the customer is adamant, inform customer he/she will get a call back from the concerned team and move the ticket to Relocation team and **Tag Issue Resolution Team in Customer-Experience Channel.**

- If the customer is asking for any changes in the appointment dates then update the details in the ticket and **Tag Issue Resolution Team in the Customer-Experience Channel.**

- If the existing customer where Job ID is already created for Relocation and asking for Uninstallation. **Dont create a new ticket**, update the notes in the same ticket and **Tag Issue Resolution Team in Customer-Experience Channel.**

InterCity Relocation

If the customer confirms he needs intercity relocation, create the ticket id, check the Mandatory Questions to be asked then move the ticket to the relocation team (Not to Retention team).

Mandatory things to collect from customers in the ticket:

1. Which City Customer is moving?

2. New Address & Pincode

3. Date of old device pickup

4. Date of Delivery and Installation (New Location)

5. Add Tag as "**Relocation city to city**"

Properties to be selected:

Intercity Relocation:

1. **Status**: Assign to Device Replacement

2. **PID**

3. **Type of Issue**: Device Replacement

4. **New Address**

5. **New Pincode**

6. **Group**: Relocation Team

7. **Tag**: Relocation city to city

   Reference Image for Tags:
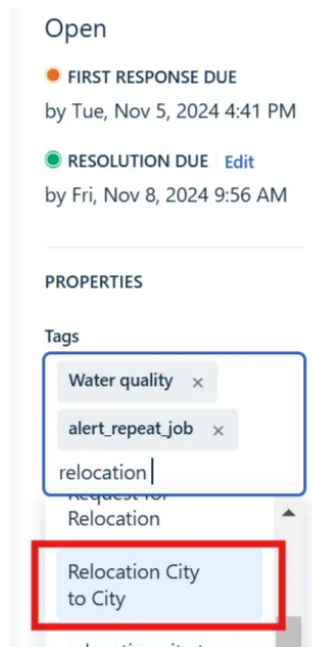
Device Dismantling Video/Steps

https://prod-files-secure.s3.us-west-2.amazonaws.com/b335c091-95eb-489c-a1aa-5c0f713593cd/a8210473-3ed5-413c-be84-cbd61ead3a6f/Relocation_New_video_(1).mp4

Properties to be selected:

Delivery & Installation:

1. **Status**: Assign to Logistics

2. **PID**

3. **Type of Issue**: Relocation

4. **Type of Relocation**: Delivery + Install needed

5. **New Address**

6. **New Pincode**

7. **Relocation Delivery Date**

8. **Relocation Delivery Time**

9. **Group**: Relocation Team

Only Installation:

1. **Status**: Assign to Ops

2. **PID**

3. **Type**: Device Issue - Tech Visit Required

4. **Technician Visit Date**

5. **Technician Visit Time**

6. **Type of Issue**: Relocation

7. **Type of Relocation**: Only Install Needed

8. **New Address**

9. **New Pincode**

10. **Group**: Relocation Team

Note:

- **After updating ticket properties in Freshdesk, check whether Job is Updated in the ticket as well as in Workforce Dashboard.**

- **Don't select any relocation POC in Freshdesk.**