

Verizon Phone Box Email Template (can not get in touch with store to trouble shoot)

To: Store XXXX
Cc: DSM
From:
Date: XX/XX/XXXX
Subject: Store Phone Issue

Situation:

- We are reaching out to you to get your store phone issue resolved.
- A phone number is needed to contact someone in the store to fix the issue.
- In most cases, the issue can be resolved by utilizing the Verizon troubleshooting tips attached.

What To Do:

- Utilize the attached Verizon troubleshooting guides to resolve the issue.
- There are two types of instructions, and you are to use the one that applies to your store's device.
- If issue is not resolved, reply to this email with a contact phone number so we can contact you to fix the issue.

Questions:

- Contact your DSM.

**** Attach the two Verizon trouble shooting guides.

(48 Hour Email DSM)

To: DSM and store
From:
Date: 11/7/2022
Subject: Store Phone Issue

Situation:

- We have tried contacting store #XXXX concerning their ticket to the helpdesk regarding their store phone.
- We have not received a working phone number from the location to contact and trouble shoot.
- The ticket will be marked resolved if not provided a phone number within 24 hours.

What To Do:

- Please reply to this email with a number so we can contact the store to trouble shoot their issue.

Questions:

- Contact your Regional