***CHAT***

Hello,

Thank you for contacting AWS Premium Support. My name is Prashant, and I interacted with you via chat. I am writing this correspondence as a chat summary.

From our conversation, I understood that

Sorry to hear about the inconvenience you have experienced. I am glad to assist you here.

# Point 1:

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# Point 2:

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# Point 3:

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(For more information, kindly refer the document [1] linked in references section below)

As discussed, I am resolving the case. 8

==================== References ========================

***CALL***

Hello,

Thank you for contacting AWS Premium Support. My name is Prashant, and I interacted with you via call. I am writing this correspondence as a call summary.

From our conversation, I understood that

Sorry to hear about the inconvenience you have experienced. I am glad to assist you here.

# Point 1:

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# Point 2:

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# Point 3:

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(For more information, kindly refer the document [1] linked in references section below)

As discussed, I am resolving the case. Kindly let us know if you have any more questions. We would be happy to assist.

==================== References =========================

***EMAIL***

Hello,

Thank you for contacting AWS Premium Support. My name is Prashant, and I will be assisting you with this case today.

From the information provided, I understand that

Sorry to hear about the inconvenience you have experienced. I am glad to assist you here.

# Point 1:

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# Point 2:

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# Point 3:

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==================== Recommendation ====================

(For more information, kindly refer the document [1] linked in references section below)

As discussed, I am resolving the case.

Kindly let us know if you have any more questions. We would be happy to assist.

==================== References ==========================

***FCR***

Hello,

Thank you for contacting AWS Premium Support. My name is Prashant and I am glad to assist you with this case today.

From the information provided, I understand that

Please let me know if I have missed any information thus far.

I am glad to assist and resolve any inconvenience you experienced up till now.

I have started investigating the issue and I will get back to you with my findings at the earliest possible.

In the meanwhile, kindly do not hesitate to add any questions/concerns you have.

==================== References ====================

Case locked manually acc. to Operation Pizzatime as asked by manager.

Did not use "Increase Email + Accept Case" option. Accepted case by directly clicking on "Accept Case" button. Process followed was accurately in line with how routing factor is counted as "Yes".

The case was transferred by another engineer to me.

This case got routed to me as a Chat LC. But this case was already owned by another engineer as email case to which she had also sent the First Response. A system should be in place so that such cases are counted as 'Yes' in Routed % as for me this was routed from system.

# Question 1:

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=> Answer 1:

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