Fundamental service policies (FSPs) for customer service

<h2>GUIDE.SUMMARY Internal Information What <ul> This guide covers fundamental service policies for customer service This article also includes procedures on when and how to utilize aux codes When Any time as described by the FSPs below. Who Anyone who uses eBay tools to communicate with a customer. </h2><h2>GUIDE.RELATED_LINKS Related articles <ul> Code of conduct policy Escalation and Customer Experience Guidelines How to Use Communicator Chat Standard Operating Procedures Transfer Guide for CS Phones, Chat and Email </h2><h2>GUIDE.DETAILED_INFORMATION Internal Information Summary of contents <table border="0" cellpadding="2" cellspacing="2"> <tbody> <tr> <td>Definitions of acronyms, terms and metrics</td> <td>ACW FSP</td> </tr> <tr> <td>Global transfer FSP</td> <td><a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1731&ViewLocale=en_US#Holdpolicy">Hold FSP</td> </tr> <tr> <td>Pause service request FSP</td> <td>Communicator AUX Code FSP</td> </tr> <tr> <td>Global Outbound FSP</td> <td>SR closure FSP (Resolved, Disconnect, Canceled, Unreachable, Duplicate)</td> </tr> </tbody> </table> <hr> Definition of acronyms, terms and metrics <ul> AHT <ul> Average Handle Time Average time to handle a contact inclusive of Talk Time, and After Call Work   Reassignment <ul> Transfer of an online SR to an offline queue by using "Send to offline" functionality in Communicator and by that, transforming the call into an email   HOOP <ul> Hours of operations Opening hours of our phone and chat support   TM <ul> Teammate   CCR <ul> Customer contact reason   SR <ul> Service request   LOB <ul> Line of business   Paused SR <ul> Paused service request (SR) interactions are used when additional assistance / approvals / information from a 3rd party is needed   ACW <ul> After call work   TL <ul> Team leader   OPS Mgr

Operations manager   FSP <ul> Fundamental service policy   GCX <ul> Global customer experience   TT <ul> Talk-time   NBH <ul> Net billable hours   SME <ul> Subject matter expert   SOW <ul> Statement of work   AUX <ul> Auxiliary   OJT <ul> On the job training   OB <ul> Outbound   Global transfer fundamental service policy(FSP) Introduction Refer to the Global transfer fundamental service policy(FSP) storyboard to define the steps of transferring a contact.

 This FSP covers transfers from email to email, chat to chat, phone to phone (both warm and cold transfers) and the use of the send to offline functionality (online contact to email), also known as reassignment.

 For chat to chat transfers, reassignments and in the rare cases when you need to do cold transfer of a phone contact it's mandatory to use the following template to enable the next teammate to provide best in class service to the customer (fill in ALL fields applicable to your case): <ul> Buyer ID: Seller ID: Item number: Case ID (if existing): Payment ID (if existing): Tracking number (if applicable): Summary of the query: If customer is asking to speak to a supervisor/ manager or there is a case of another type of escalations please consult GUIDE1487 For Italy in the case where a customer is requesting to get support from E.U. a warm transfer is not mandatory, please refer to <a href="http://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1453">GUIDE1453</

a> For AU follow regional guidance on SR notes. Topics handled offline ONLY: CORE <table border="1" cellpadding="0" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td>Region</td> <td>LOB</td> <td>Topic</td> </tr> <tr> <td rowspan="5"> North America </td> <td> Specialty logistics </td> <td> eIS </td> </tr> <tr> <td> Sell - Seller initiatives </td> <td> Tax exemptions not applied </td> </tr> <tr> <td rowspan="3"> M2M Appeals
   </td> <td> Buyer Protection Appeal INR </td> </tr> <tr> <td> Buyer Protection Appeal SNAD </td> </tr> <tr> <td> Defect Appeal </td> </tr> <tr> <td rowspan="4">
 UK
   </td> <td> Collections </td> <td> Account placed with OCA / Non Payment Suspension (account not yet placed with OCA) </td> </tr> <tr> <td> Buy Advanced Apps </td> <td> File Exchange </td> </tr> <tr> <td> Speciality - Logistics </td> <td> GSP </td> </tr> <tr> <td> Specialty </td> <td> Click and collect </td> </tr> <tr> <td> DE </td> <td> Buy </td> <td> EU VAT Refund </td> </tr> <tr> <td rowspan="3">

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 AU </td> <td> M2M </td> <td> ALL HASP eMBG </td> </tr> <tr> <td rowspan="3">

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Account</td> <td>Seller risk document review</td> </tr> <tr> <td>e2M Account</td> <td>High risk document review</td> </tr> <tr> <td>DE/ EEC E2M</td> <td>e2M Listing</td> <td>VeRo</td> </tr> </tbody> </table>   HOOPS <table border="1" cellpadding="0" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td>Region</td> <td>LOB</td> <td>Channels</td> <td>HOOP</td> </tr> <tr> <td rowspan="18">US</td> <td>e2M</td> <td>Phone</td> <td>MST 00:00 - 23:59</td> </tr> <tr> <td>Buy</td> <td rowspan="7">Phone, Chat</td> <td rowspan="9">MST 06:00 - 22:30</td> </tr> <tr> <td>Sell</td> </tr> <tr> <td>M2M</td> </tr> <tr> <td>Buyer Welcome</td> </tr> <tr> <td>Premium Services</td> </tr> <tr> <td>Verticals</td> </tr> <tr> <td>MSO</td> </tr> <tr> <td>Payments</td> <td>Phone</td> </tr> <tr> <td>Payments VS</td> <td>Phone, Chat</td> </tr> <tr> <td>Virtual Support</td> <td>Phone, Chat</td> <td rowspan="5">MST 06:00 - 23:00</td> </tr> <tr> <td rowspan="2">Payments VS</td> </tr> <tr> <td rowspan="3">Chat</td> </tr> <tr> <td>e2M</td> </tr> <tr> <td>PS E2M</td> </tr> <tr> <td>CRM</td> <td>Phone, Chat</td> <td>MST 9:00 - 17:30</td> </tr> <tr> <td>US Spanish</td> <td>Phone</td> <td>MST 8:00 - 17:00</td> </tr> <tr> <td>Verticals</td> <td rowspan="3">Chat</td> <td>MST 7:00 - 21:00</td> </tr> </tbody> </table>   <table border="1" cellpadding="0" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td>Region</td> <td>LOB</td> <td>Channels</td> <td>HOOP weekday</td> <td>HOOP weekend</td> </tr> <tr> <td rowspan="18">UK</td> <td>e2M</td> <td>Phone</td> <td colspan="2"> GMT 00:00 - 23:59

</td> </tr> <tr> <td>Buy</td> <td rowspan="6">Phone</td> <td rowspan="6">GMT 08:00 - 22:00</td> <td rowspan="5">GMT 09:00 - 18:00</td> </tr> <tr> <td>Sell</td> </tr> <tr> <td>M2M</td> </tr> <tr> <td>Payment</td> </tr> <tr> <td>Virtual Support</td> </tr> <tr> <td>PUDO</td> <td>GMT 09:00 - 18:00/ 09:30 - 18:00</td> </tr> <tr> <td>Concierge</td> <td rowspan="2">Phone, Chat</td> <td rowspan="2">GMT 08:00 - 21:00</td> <td rowspan="2">GMT 08:00 - 18:00</td> </tr> <tr> <td>Verticals</td> </tr> <tr> <td>Fulfillment</td> <td>Phone</td> <td>GMT 08:00 - 17:30</td> <td>GMT 08:00 - 16:30 /
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<td>Virtual Support</td> <td>Chat</td> <td colspan="2">CET 09:00 - 17:30</td> <td>CLOSED</td> </tr> <tr> <td colspan="2" rowspan="2">CAFR</td> <td>BuySell</td> <td rowspan="2">Phone, Chat</td> <td colspan="3" rowspan="2"> EST 08:00 - 12:00 </td> </tr> <tr> <td>M2M</td> </tr> <tr> <td colspan="2" rowspan="6">ES</td> <td>BuySell</td> <td rowspan="2">Phone</td> <td colspan="3" rowspan="2"> CET 10:00 - 18:00 </td> </tr> <tr> <td>M2M</td> </tr> <tr> <td>Payments</td> <td>Phone</td> <td colspan="2">CET 09:00 - 18:00</td> <td>CLOSED</td> </tr> <tr> <td>MSO</td> <td>Phone</td> <td colspan="2">CET 09:00 - 17:30</td> <td>CLOSED</td> </tr> <tr> <td>Payments</td> <td>Chat</td> <td colspan="3">CET 09:00 - 18:00   </td> </tr> <tr> <td>Virtual Support</td> <td>Chat</td> <td>CET 09:00 - 17:30</td> <td colspan="2">CLOSED</td> </tr> <tr> <td colspan="2" rowspan="8">IT</td> <td>BuySell</td> <td rowspan="3">Phone</td> <td rowspan="2">CET 09:00 - 18:00</td> <td colspan="2" rowspan="2">CET 09:00 - 17:30</td> </tr> <tr> <td>M2M</td> </tr> <tr> <td>Payments</td> <td colspan="3" rowspan="4">CET 09:00 - 18:00</td> </tr> <tr> <td>BuySell</td> <td rowspan="3"> Chat </td> </tr> <tr> <td>M2M</td> </tr> <tr> <td>Payments</td> </tr> <tr> <td>MSO</td> <td>Phone</td> <td colspan="2">CET 09:00 - 17:30</td> <td>CLOSED</td> </tr> <tr> <td>Virtual Support</td> <td>Chat</td> <td colspan="2">CET 09:00 - 17:30</td> <td>CLOSED</td> </tr> <tr> <td colspan="2">LATAM ES</td> <td>BuySell, M2M</td> <td>Chat</td> <td colspan="3">MDT 07:00 - 17:00 </td> </tr> <tr> <td colspan="2">HIPO</td> <td>BuySell,

M2M</td> <td>Chat</td> <td colspan="3">CET 09:00 - 18:00</td> </tr> </tbody> </table>   <table border="1" cellpadding="0" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td>Region</td> <td>LOB</td> <td>Channels</td> <td>HOOP weekday</td> <td>HOOP weekend</td> </tr> <tr> <td rowspan="6">DE</td> <td>BuySell</td> <td rowspan="4">Phone, Chat</td> <td rowspan="4">CET 08:00 - 22:00</td> <td rowspan="4">CET 09:00 - 20:00</td> </tr> <tr> <td>M2M</td> </tr> <tr> <td>Payments</td> </tr> <tr> <td>E2M</td> </tr> <tr> <td>Concierge & MSO</td> <td>Phone, Chat</td> <td>CET 08:00- 20:00</td> <td>CET 09:00 - 20:00</td> </tr> <tr> <td>Virtual Support</td> <td> </td> <td>CET 08:00 - 22:00</td> <td>CET 09:00 - 20:00</td> </tr> <tr> <td rowspan="14">AU</td> <td>e2M</td> <td>Phone</td> <td colspan="2">AET 00:00 - 23:59</td> </tr> <tr> <td>Buy</td> <td rowspan="3">Phone</td> <td rowspan="3">AET 09:00 - 18:00</td> <td rowspan="3">CLOSED</td> </tr> <tr> <td>Sell</td> </tr> <tr> <td>M2M</td> </tr> <tr> <td>Buy</td> <td rowspan="3">Chat</td> <td rowspan="4">AET 08:00 - 20:00</td> <td rowspan="4">AET 09:00 - 19:00</td> </tr> <tr> <td>Sell</td> </tr> <tr> <td>M2M</td> </tr> <tr> <td>Payments</td> <td>Phone, Chat</td> </tr> <tr> <td>aSelleration</td> <td>Phone</td> <td>AET 09:00 - 17:00</td> <td>CLOSED</td> </tr> <tr> <td>aSelleration</td> <td>Chat</td> <td>CLOSED</td> <td>AET 09:00 - 19:00</td> </tr> <tr> <td>MSO</td> <td> </td> <td>AET 09:00 - 17:00</td> <td>CLOSED</td> </tr> <tr> <td>Virtual Support Payment</td> <td>Phone</td> <td>AET 08:00- 20:00</td> <td>AET

09:00 - 19:00</td> </tr> <tr> <td>Virtual Support Payment</td> <td>SLS</td> <td>AET 08:00 - 20:00</td> <td>AET 09:00 - 19:00</td> </tr> <tr> <td>Virtual Support Core</td> <td>Phone, Chat</td> <td>CLOSED</td> <td>CLOSED</td> </tr> <tr> <td rowspan="6">China</td> <td>e2M</td> <td>Phone</td> <td>CST 09:00 - 17:30</td> <td>Saturday: CST 09-17:30 Sunday: CLOSED</td> </tr> <tr> <td>Buy</td> <td rowspan="4">Phone, Chat</td> <td rowspan="4">CST 09:00 - 19:30</td> <td rowspan="4">Chat: CST 09:00 - 17:30 Phone closed on Sundays</td> </tr> <tr> <td>Sell</td> </tr> <tr> <td>M2M</td> </tr> <tr> <td>Payments</td> </tr> <tr> <td>MSO</td> <td>Phone</td> <td>CST 09:00 - 17:30</td> <td>CLOSED</td> </tr> </tbody> </table>   Pause service request (FSP) Introduction We've documented the foundation for all relevant aspects of Pause SR functionality. This includes: <ul> Proper SR handling by TMs Documentation of all approved use cases on market level Provides guidance for operations Enables proper control mechanisms Facilitates continuous improvement efforts Limits operational risk Definitions: <ul> A paused SR is defined as interrupting the work on a phone or email SR <ul> By using the Pause SR functionality as described in GUIDE1540 Resumed and finished later   Update cadence: <ul> This FSP will be updated on a 12 month cadence There is some room for ad-hoc updates if needed <ul> In instances where tools, policies or resources are changed   Governance will schedule a reminder for operations to review and update the FSP

 Use cases General guidance: <ul> Using Pause SR functionality is only approved for use cases that are documented in this FSP specifically for each market <ul> Paused interactions are used when additional assistance / approvals / information from a 3rd party are needed Teammates have a limit of 30 paused interactions Teammates will see an alert message when they have reached 25 paused interactions Once a teammate reaches 30 paused interactions, they will no longer be able to pause additional SRs <ul> Exception: when proof is needed for an eMBG case and a hold is placed on the case The SR should be closed as Resolved as eMBG cases will generally not be paused   It is particularly important not to use Pause SR as a replacement or workaround of already existing functionalities and products <ul> An example of this would be Claim Holds as this leads to service inconsistencies and unpredictable risks and inefficiencies   There are two scenarios in which the usage of Pause SR functionality is approved generally: Capacity rule <ul> When an email is interrupted by a phone call (online SR) It is necessary to pause the email and resume as soon as the call ended It is obligatory to answer the paused email within 24 hours   Escalation policy <ul> When escalating a customer contact to a team leader, you may pause the SR if there is no team leader available <ul> Pause the SR to allow for consultation at another time   If the team leader is available, usage of the team leader escalation process is mandatory Multiple service requests <ul> In some cases, multiple service requests opened simultaneously by the system are pushed into TM work bins <ul> This is caused by a system error If this occurs, the teammate can pause one SR to work on another   Cross market use cases <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr

bgcolor="c2dfff"> <td>From LOB</td> <td>To LOB</td> <td>Comment</td> </tr> <tr> <td>NA</td> <td>All</td> <td rowspan="6">Check transfer guide for offline availability</td> </tr> <tr> <td>UK</td> <td>All</td> </tr> <tr> <td>DE</td> <td>All, excluding M2M (eBP case handling)</td> </tr> <tr> <td>EEC</td> <td>All</td> </tr> <tr> <td>AU</td> <td>All</td> </tr> <tr> <td>GL E2M</td> <td>All</td> </tr> </tbody> </table> Use case per market <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td>Region</td> <td>LOB</td> <td>Target CCR</td> <td>Comment</td> </tr> <tr> <td rowspan="8">North America</td> <td>Sell
 M2M
 Buy</td> <td> Credits: <ul> CAAART Account level Mass pay Manual corrections Coupons Bucks RRR </td> <td> If the correct process was followed there should be no reason to pause the SR or follow up with the member If the credit is denied only then should the TM follow up with the customer (some TL only use once a week) Edge case when leadership is not available to approve immediatelyabcd </td> </tr> <tr> <td>M2M</td> <td>Police incident report</td> <td> To confirm/verify that the report is valid. Pause is not needed through the email channel unless: <ul> You are unable to call the police department for verification due to business hours   If contact is through phone the pause function may be needed to call and verify the report: <ul> In these cases call/follow up with the customer if the customer is unable to wait   If the customer is able to wait:

 Place customer on hold and make an outbound call to PD for verification   </td> </tr> <tr> <td>Sell</td> <td>BOTS (invoice requests in bulk)</td> <td>Waiting on the deliverance of Invoices older than 18 months</td> </tr> <tr> <td>e2M</td> <td>Commercial Underwriting (selling limit referrals >$500k)</td> <td> Pause SR and send a referral to DL-eBay-E2M-CUDTEAM Follow up with the customer once CU has completed the review </td> </tr> <tr> <td>Sell
 M2M
 Buy</td> <td>FedEx or UPS shipping queries</td> <td>If an escalation is needed and sent to the FedEx or UPS dispute team, follow up with the member as per their response.</td> </tr> <tr> <td>M2M</td> <td>Recent action taken in CPS and unable to take additional action</td> <td> Additional packages may take time to drop because of CPS delays Teammate should check back regularly as packages should drop within a few hours Additional packages can be submitted </td> </tr> <tr> <td>Buy
 Sell</td> <td>JIRA (IVA Approval, VAT Credit, WACKO)</td> <td> Reply confirming that the request has been escalated Once you get the reply for the ticket follow up with an outbound SR to the customer </td> </tr> <tr> <td>Buy
 Sell</td> <td>Promotion / coupon issue</td> <td> If customer is eligible for promotion but cannot redeem their coupon <ul> Inform them that the issue is escalated and well get back to them Once we have the solution follow up with an outbound SR to the customer </td> </tr> <tr> <td rowspan="10">EEC</td> <td>Sell</td> <td>BOTS (invoice requests in bulk) GUIDE1003</td> <td>Waiting on the deliverance of invoices older than 18 months.</td> </tr> <tr> <td>Buy
 Sell</td>

<td>Outbound campaign seller not available</td> <td>Schedule follow up for later when seller can attend.</td> </tr> <tr> <td>Buy
 Sell</td> <td>ARN codes</td> <td>Pause the SR when an ARN code must be provided by TLs.</td> </tr> <tr> <td>Buy
 Sell</td> <td>JIRA (IVA Approval, VAT Credit, WAKO)</td> <td> Reply confirming that the request has been escalated Once you get the reply for the ticket follow up with an outbound SR to the customer </td> </tr> <tr> <td>M2M</td> <td>High ASP claims</td> <td>When claim is denied/ appeal decided against the customer well need to follow up and clarify.</td> </tr> <tr> <td>M2M</td> <td>Defect appeals / negative feedback removal requests</td> <td> Request comes through ONLINE channel <ol> Educate customer on how to appeal through Help Hub Pause online SR and open new activity Handle request via offline SR during ACW </td> </tr> <tr> <td>e2M</td> <td>ATO, issue 12 where the customer does not pick up the phone</td> <td> Keep SR on pause and try in another timeslot We cannot remove issue 12 without hard verification At 3rd unsuccessful attempt, send outbound email to ask for availability </td> </tr> <tr> <td>e2M</td> <td>Issue 510, UK VAT team has to be contacted</td> <td>Pause until UK team comes back.</td> </tr> <tr> <td>e2M</td> <td>Offline contact for Site wide limits first vetting</td> <td>1 attempt to call customer, if no answer send template that customer needs to call to be vetted.</td> </tr> <tr> <td>e2M - HIPO only</td> <td>Issue 461 contact OFAC team</td> <td> Confirm to customer that we escalated and will come back within 7 working days Get back to customer with outbound when we get the reply from OFAC team </td> </tr> <tr> <td rowspan="13">UK</td> <td>Buy
 Sell
 M2M
 Concierge</td> <td> Credits:

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 Sell
 M2M
 Concierge</td> <td>Outages on Courier Websites</td> <td> Usually happens on weekends Tracking information isn't viewable, which means we can't make accurate decisions with cases The outage ranges from a few hours to maximum of 48 hours </td> </tr> <tr> <td>Buy
 Sell
 M2M
 Concierge</td> <td>Escalations to backoffice teams including Vero</td> <td> Where teammates have to reach out to backoffice for policy/process/workflow clarifications before providing the customer with a response The response time ranges from 24 hours to 72 hours and is delayed over weekends This also includes Concierge teams who have to contact VERO </td> </tr> <tr> <td>Buy
 Sell
 M2M
 Concierge</td> <td>Escalations to Coach / TL</td> <td>

Inhouse clarifications should be provided on the spot/same day In worst case scenarios, there may be times an escalation has to be taken offline </td> </tr> <tr> <td>M2M
 Concierge</td> <td>Transfer to foreign site</td> <td> When there's a need need to speak to another locale's CS and they aren't open yet
 Set follow up at a time they are there and warm transfer the contact </td> </tr> <tr> <td>Buy
 Sell
 M2M
 Concierge</td> <td>Technical issue / bug follow up</td> <td> Where a Bug / tech issue impacted the customer's account <ul> We may need to provide them with a workaround or more information or If we have to let the customer know about an action taken after the issue (ie: credit fees, remove defects etc) </td> </tr> <tr> <td>Concierge only</td> <td>Customer wants us to follow up on return request</td> <td>Teammate sets follow up task for B/S teammate</td> </tr> <tr> <td>Concierge only</td> <td>Contact Trading Partner Related Follow Ups</td> <td>Teammate helps to facilitate conversation between trading partner and original customer.</td> </tr> <tr> <td>Concierge
 e2M</td> <td>Customer awaiting an update from an appeal</td> <td>Reactive teammate has to reach out to the back office team that are reviewing appeal for update.</td> </tr> <tr> <td>Concierge
 e2M</td> <td>Protection from dropping below standard on 20th</td> <td>Teammate has to wait until the 20th of the month to manually protect customer from losing standards.</td> </tr> <tr> <td>Buy
 Sell
 Concierge</td> <td>Customer requests follow up - any reason</td> <td> Teammate offers callback for follow up and customer requests specific date or time If teammate is stuck on a call can miss it and create broken promise </td> </tr> <tr> <td rowspan="23">AU</td> <td>Buy</td> <td>Needs further information</td> <td>TM needs to follow up with the previous representative with

any update from the previous response.</td> </tr> <tr> <td>Buy</td> <td>Spike in online queue</td> <td>TMs are asked to pause email contact as we need to prioritize online queue.</td> </tr> <tr> <td>Buy
 Sell</td> <td>Promotion issues</td> <td>When investigating or taking action on promotion issues and related credits.</td> </tr> <tr> <td>Buy
 Sell</td> <td>Promotion / coupon issue</td> <td> If customer is eligible for promotion but cannot redeem their coupon <ul> Inform them that the issue is escalated and well get back to them Once we have the solution follow up with an outbound SR to the customer </td> </tr> <tr> <td>Buy
 Sell</td> <td>Outbound campaign seller not available</td> <td>Schedule follow up for later when seller can attend.</td> </tr> <tr> <td>M2M</td> <td>Pending HVC Approval</td> <td>Multiple re-contact and no action for the previous HVC approval.</td> </tr> <tr> <td>M2M</td> <td>Verification on Case decision/action</td> <td> If previous package/action that was dropped seems outside of policy <ul> We need to verify it with teammate that took action </td> </tr> <tr> <td>M2M</td> <td>Defect appeals / negative feedback removal requests</td> <td>Request comes on ONLINE channel educate customer on how to appeal through Help Hub, pause online SR and open new activity handle request via offline SR during ACW</td> </tr> <tr> <td>AU MSO
 Plus</td> <td>Pausing SR to verify info from a teammate who previously handled the case</td> <td> </td> </tr> <tr> <td>AU MSO
 Plus</td> <td>Baby sitting account</td> <td> </td> </tr> <tr> <td>AU MSO
 Plus</td> <td>Need further investigation</td> <td> </td> </tr> <tr> <td>AU MSO
 Plus</td> <td>Email Needs approval from Supervisor (HVC)</td> <td> </td> </tr> <tr> <td>e2M</td> <td>Need review on a Listing Topic</td>

<td>This is for us to ask help or further verification with our referral team.</td> </tr> <tr> <td>e2M</td> <td>WF advise</td> <td>If not auto-push and there are calls waiting (dual-skilled TMs).</td> </tr> <tr> <td>e2M</td> <td>Consultation needed from a different LOB or a teammate</td> <td>Unresolved SR from the previous contact and no clear notes provided.</td> </tr> <tr> <td>AU Sell</td> <td> Credits: <ul> CAAART Mass pay </td> <td> Waiting for approval and/or documentation Teammate should follow-up to communicate that it has been approved/denied Explain the credit timelines vs invoice or provide a refund (if customer prefers) </td> </tr> <tr> <td>AU Sell</td> <td>Pending credits</td> <td>Pausing SR to make a follow-up on processed credits that are not showing on the account or multiple item level credit request.</td> </tr> <tr> <td>AU Sell</td> <td>JIRA approval</td> <td>Pausing SR to check the status of a Jira request (ex. Courtesy hold removal).</td> </tr> <tr> <td>AU Sell</td> <td>BOTS request</td> <td>Pausing SR to check the status of BOTS request or check if data is already available.</td> </tr> <tr> <td>AU Sell</td> <td>Response to follow-up outbound emails</td> <td> When a phone teammate sends a follow-up email to a customer and there is no detailed SR note left Email teammate will pause the SR to confirm what was discussed during the call </td> </tr> <tr> <td>AU Sell</td> <td>MyIT report update</td> <td>Pausing SR to make a follow-up on reported issues.</td> </tr> <tr> <td>AU Sell</td> <td>Cross skill to online channel</td> <td>Pausing SR once WF has completed the process in skilling the teammate.</td> </tr> <tr> <td>AU Sell</td> <td>Complex issues</td> <td>Pausing SR when a teammate receives an unusual issue that needs to be raised further to leadership.</td> </tr> <tr> <td rowspan="8">DE</td> <td>Buy

Sell</td> <td>Coupon approval requests</td> <td>Coupon reissuance requests</td> </tr> <tr> <td>Sell</td> <td>Phone interrupt rule</td> <td> When a teammate is working on an email: <ul> The system will automatically push a chat to the teammate as part of the chat interrupt rule In this case, the teammate has to pause the email SR and work upon the chat contact Once the chat is over, the teammate resumes the email If we do not pause the email, the timer will keep on ticking in the backend, leading to an increased email AHT </td> </tr> <tr> <td>M2M</td> <td>Outages on courier websites</td> <td> Usually happens on weekends Tracking information isn't fetchable, which means we can't make accurate decisions with cases The outage ranges from a few hours to maximum of 48 hours </td> </tr> <tr> <td>Sell</td> <td> Credits: <ul> CAAART Mass pay </td> <td> Waiting for approval and/or documentation Teammate should follow-up to communicate that it has been approved/denied Explain the credit timelines vs invoice or provide a refund (if customer prefers) </td> </tr> <tr> <td>Sell</td> <td>BOTS</td> <td>Waiting on the deliverance of invoices older than 18 months.</td> </tr> <tr> <td>Sell</td> <td>JIRA (IVA Approval,VAT Credit, WAKO)</td> <td>Teammate opens a JIRA request and attends the answer from the billing team in order to respond to the customer.</td> </tr> <tr> <td>Buy
 Sell</td> <td>CARE Chat</td> <td>Question regarding workflows have to be put on pause in order to return to the customer with an answer.</td> </tr> <tr> <td>Buyer Welcome (F90D)</td> <td>Use Follow-Up Tool</td> <td>This team is using also the Follow-up Tool for Phone and Chat, so these SRs will be paused.</td> </tr> <tr> <td rowspan="8">GL e2M</td> <td>e2M</td> <td>Member awaiting an update from an appeal</td>

<td>Reactive teammate has to reach out to the back office team that are reviewing appeal for update.</td> </tr> <tr> <td>e2M</td> <td>Protection from dropping below standard on 20th</td> <td>Teammate has to wait until the 20th of the month to manually protect member from losing standards.</td> </tr> <tr> <td>e2M</td> <td>TM needs to reach out to Vero</td> <td>Reactive teammate needs to reach out to specialised team for advice as vero leads to legal issues.</td> </tr> <tr> <td>e2M</td> <td>TM needs limits over 500K for a business/businesses
 Needs to contact CUD(Commercial Underwriting)/ BV (Business Vetting)</td> <td>CUD/BV are only teams that can increase this amount once they have reviewed the financials.</td> </tr> <tr> <td>e2M</td> <td>S2F : If close to manual release</td> <td>If EDD is about to end and it's not working per design, teammate can follow-up confirm and unblock/ask to unblock.</td> </tr> <tr> <td>e2M</td> <td>SWL : Still not in time for increase</td> <td> Teammate would schedule a call to the day were the limits can be reviewed If impacting SL this should be considered only if the limit increase is in the next day/2days </td> </tr> <tr> <td>e2M</td> <td>Limits: hot item request</td> <td>After whitelisting by US the teammate has to reach out and inform customer.</td> </tr> <tr> <td>e2M</td> <td>Listing: callbacks fom Sitel</td> <td>TM has to reach and inform customer after offline transfers from Listing-Email-Team (SITEL)</td> </tr> <tr> <td colspan="1" rowspan="4">GL Payments</td> <td>Payments</td> <td>Not passed KYC</td> <td>Customer has not passed KYC and cannot remedy on contact.</td> </tr> <tr> <td>Payments</td> <td>Failed payout</td> <td>Customer has a failed Payout and cannot remedy on contact.</td> </tr> <tr> <td>Payments (DE only)</td> <td>Phone interrupt rule</td> <td>When a teammate is working on an Email, the system will automatically push a call to the teammate as part of the Capacity Rule. In this

case, the teammate has to pause the Email SR and work on the phone contact. Once the call is over, the teammate resumes the email. If we do not pause the email, the timer will keep on ticking in the backend, leading to an increased email AHT. </td> </tr> <tr> <td>Payments (DE only)</td> <td>2nd level chat</td> <td>Questions regarding workflows have to be put on pause in order to return to the customer with an answer.</td> </tr> <tr> <td colspan="1" rowspan="17">CBT</td> <td>All</td> <td>Team Meeting / All hands meeting/Classroom training</td> <td>Agent needs to pause SR as scheduled meeting requests.</td> </tr> <tr> <td>MSO Only</td> <td>SR pause for OJT Practice / Accuracy test</td> <td>MSO have NHs that be trained topic by topic so they need to practice corresponding topic after 1 training finish, we select SRs and let other teammates don't reply(pause) until NH review the cases</td> </tr> <tr> <td>All</td> <td>CS tool issue</td> <td>CS tool has issue or maintenance, teammate unable to work</td> </tr> <tr> <td>All</td> <td>Recent action taken in CPS and unable to take additional action</td> <td>Additional packages may take time to drop because of CPS delays
 Teammate should check back regularly as packages should drop within a few hours
 Additional packages can be submitted</td> </tr> <tr> <td>All</td> <td>Pending HVC Approval</td> <td>High Value Case/CRM case action package waiting approval from supervisor</td> </tr> <tr> <td>All</td> <td>Outages on Courier Websites</td> <td>Usually happens on weekends
 Tracking information isn't viewable, which means we can't make accurate decisions with cases
 The outage ranges from a few hours to maximum of 48 hours</td> </tr> <tr> <td>All</td> <td>Consultation to Back Office teams, such as PUDO / eBay fulfilment order / issue 172 / VeRO</td> <td>Where teammates have to reach out to backoffice for policy/process/workflow clarifications before providing the customer with a response
 The response time ranges from 24 hours to 72 hours and is delayed over weekends</td> </tr> <tr> <td>All</td> <td>KG, ATO, issue 12 where the customer does not pick up the phone</td> <td>Keep SR on pause and try in another timeslot
 We cannot remove issue 12 without hard verification
 At 3rd unsuccessful attempt, send outbound email to ask for availability</td> </tr> <tr> <td>All</td> <td>Jira</td> <td>Reply confirming that the request has been escalated
 Once you get the reply for the ticket follow up with an outbound SR to the customer</td> </tr> <tr> <td>All</td> <td>BOTS (invoice requests in bulk)</td> <td>Waiting on the deliverance of Invoices older than 18 months</td> </tr> <tr> <td>All</td> <td>Technical issue / bug follow up</td> <td>Where a Bug / tech issue impacted the customer's account

 We may need to provide them with a workaround or more information or
 If we have to let the customer know about an action taken after the issue (ie: credit fees, remove defects etc)</td> </tr> <tr> <td>All</td> <td>Needs further information</td> <td>TM needs to follow up with the previous representative with any update from the previous response.</td> </tr> <tr> <td>All</td> <td>Consultation needed from a different LOB or a teammate</td> <td>Unresolved SR from the previous contact and no clear notes provided.</td> </tr> <tr> <td>All</td> <td>Outbound phone Seller not available</td> <td>Teammate can pause outbound phone call and arrange another attempt later.</td> </tr> <tr> <td>All</td> <td>Escalations to Coach / TL</td> <td>Inhouse clarifications should be provided on the spot/same day
 In worst case scenarios, there may be times an escalation has to be taken offline</td> </tr> <tr> <td>All</td> <td>Complex issues</td> <td>Pausing SR when a teammate receives an unusual issue that needs to be raised further to leadership.</td> </tr> <tr> <td>All</td> <td>MyIT report update</td> <td>Pausing SR to make a follow-up on reported issues.</td> </tr> </tbody> </table> Global outbound FSP Introduction In this FSP, the foundation of all relevant aspects around outbound is documented. This includes:

 Proper SR handling by TMs Documentation of all approved use cases Guidance for operations Enabling proper control mechanisms Facilitating continuous improvement efforts We should always aim at resolving a customer inquiry within the first contact. Outbound contacts are an opportunity to create an easy and simple customer experience. Things to note about outbound contacts: <ul> The ability to create outbound SRs is a necessity when used responsibly Outbound contacts may produce inefficiency and create operational risks Makes it necessary to create a set of approved use cases <ul> These use cases need to be accessible and transparent to every teammate   Tools also need to be provided <ul> Allows for effective control of how often outbound SRs are created by teammates <ul> Determines the appropriate situations for outbound SRs   Provides vital information for the integration of outbound volume into the lock process   Definition We define a contact as an outbound contact when: <ol> A new phone or email SR is created to contact a customer and closed as resolved. OR A paused SR is un-paused to contact the customer using phone or email and closed as resolved. OR The channel in a SR is changed, e.g. when you create an email activity in a phone SR or a phone activity in an email SR. Update cadence <ul> This FSP will be updated on a 12 month cadence There is some room for ad-hoc updates if needed <ul> In instances where tools, policies or resources are changed   Governance will schedule a reminder for operations to review and update the FSP General guidance <ul> This chapter touches all scenarios in which outbound calls or emails occur <ul> This is true whether directly linked to another SR or not.   Teammates open a new SR for contacting the customer <ul> Leads to this SR being considered an outbound SR Placing an outbound call out of email

Overuse of outbound calls may cause inefficiency and longer resolution times for our customers. To avoid a widespread usage it is mandatory to only use direct outbound calls or mails in the use cases below. SR handling All specific information on how to handle OB calls and emails in Communicator can be found in GUIDE1545. It is mandatory to use the communicator tool to call a customer Using a hard phone or any other device is not permitted <ul> There will be no SR or documentation connected to the activity and measurement of outbound rates will be inaccurate   All markets Disconnect In case a call is being disconnected due to either technical reasons or by a TM mistake: <ul> It is expected that we call the customer back to make sure that we resolve his query Hard verification <ul> For some use cases an OB call is part of the hard verification process Details about the verification process can be found here Long waiting time In cases of long customer wait times during a warm transfer to a teammate that can answer their query <ul> The teammate is allowed to call the customer back at a later time IF the customer proactively asks for it Returns and eMBG cases In some use cases while working on returns and eMBG cases: <ul> Outbound emails must be used when required by M2M processes Automated messages sent out to the customer are not sufficient to provide the customer with clear guidance Teammates are required to send an outbound mail to the customer to provide the needed level of clarity Business Unit/Commercial Request Regional BU or Commercial teams requests to contact certain customers proactively. Correction of teammate error Correcting an earlier made TM error containing to inform the customer using a call or email. Explicit ask from customer for email Customer proactively asks for receiving instructions or information via email during a phone call. Paused SRs All scenarios in the Paused SR Policy are generally valid for using OB contacts. Follow up (Concierge & payments only & DE Buyer Welcome Only) All scenarios and use cases for Scheduled Follow-ups used by Concierge, Payments, and DE Buyer Welcome (F90D) teams.   Market specific guidance Global e2M - pre-action call In some use cases: <ul> An e2M TM has to place an action on an account <ul> The workflow requires to contact the customer prior to that action   Outbound attempt caps apply as well to these use cases If the customer is not reachable, an outbound email is being sent to the customer Global payments <ul> Answering an email with an outbound call Seller asks for case ownership <ul> In cases where a seller asks a teammate to function as a case manager for a complicated customer concern <ul> OB is allowed to make up for the lack of a case management system   Payments KYC outreach <ul> Reaching out to a customer when KYC documents were either missing or incomplete/failed   Payment dispute US Credit denied: <ul> It is necessary to contact the customer to inform them of the denial and their next steps Stolen gift card <ul> Teammates are required to send a message to customers for any stolen gift card contact Verticals All Verticals - Customer Needs Additional Support Teammates must place a phone call after receiving an inbound email or chat when the customer needs additional support beyond a simple response, or if there is an ongoing email thread (+3 emails).

 For tickets where teammates must followup with customer either by email or phone, such as SNAD Fails, Auth Fails, Address Updates, and seller education.

 NA Verticals Use Cases for Email Contacts

 Inbound email contacts that would have its resolution fall within any of the following categories, an Outbound call should be made: <ul> A resolution where we are exploring a partial refund - to be considered resolved, the member has to be on record as agreeing to the amount of the partial refund. Submitting a back office request Members should still receive a phone call informing them of the action were taking and next steps Replying to a response to a back office request This includes requests for pictures, confirming weve received a requested address (RTS), etc. These should all be reviewed with the member in full over the phone and address any additional questions they might have answered. Any other situation where we (eBay) would not consider the situation to be resolved.
 Expected action: <ul> Attempt to place 1 outbound call to the member at the number on the account. If they do not answer leave a voicemail per GUIDE1545. If you are unable to leave a voicemail, send the member an email providing the needed information. Exceptions: <ul> Member explicitly states they wish to be contacted via email <ul> Action: Contact the member back via email   Bad Number (international, 1-800, disconnected message) Action: Contact the member back via email   After calling hours (8am-8pm) in members time zone <ul> Action: Set follow up for next scheduled workday and make attempted callback, following the above procedure.   EEC NL/PL only Defect Removal > 5 <ul> Used when more than 5 defects/feedbacks have to be removed during one call/chat.
 Social media reply: <ul> PL/NL don't have OOTP/Social media Teammates create outbound SRs to reply to customer inquiries Bug follow-up: <ul> Used to inform customers about bug workarounds or solutions Only when resolution time is exceeding maximum pause SR duration Webinterpret: <ul> When WebInterpret POCs need to contact users who are facing WebInterpret issues. PL/NL only: cancel transaction - buyer refund not automatic: <ul> Used during the legacy cancel TRX flow in PL & NL Teammates are allowed to ask US/UK sellers, via outbound email, to issue a manual refund for the buyer Don't use when a SR is still in progress unless the teammate's schedule requires it Don't use while an SR is still in progress then switch back to available LOB Outlook transfers and calibrations <ul> Outbound contacts are permitted when: <ul> When MSO customer requests are transferred to GC MSO using outlook mail An approval/calibration is required for resolving the issue   Low CSAT follow-up <ul> Outbound contacts are permitted to follow up on a low CSAT customer contact VV & MV seller verification <ul> When unable to video verify a customer, the TM can send out an email Haitao case <ul> Local shipping service vendors are informed via OB email about details for missing orders Winit cases <ul> Sellers using the WINIT shipping solutions can be informed using OB email about information received from the shipping vendor. Send shipping label to customer <ul> TM's can use OB email to send customers a shipping label Clib document verification <ul> TMs can use an OB email during the CLIB document verification process UK UK Vulnerable Customer <ul> In cases where a UK member has been identified as a Vulnerable Customer and provided consent to have their vulnerability recorded on their account it is expected that we email the member with contact information for a charity/service provider who may be able to provide additional support.
 GSP (Global shipping program) - OB emails from Jira and Pitney Bowes <ul> Address Update requests to buyers OB to sellers advising of Empty / Damaged parcels Document requests ID; MSDS; Power of Attorney; VAT and Commercial Invoices Escalations from Pitney Bowes Customer contacts them first Exception emails Advising customer of delivery issues; customs clearance; delivery to collection points PUDO / click and collect <ul> TM is unable to contact store on initial email (new outbound call within the email SR) Email paused and subsequent calls made to Vendor stores to locate items / resolve mm issues   Arranging Parcel Force collections OB call to Parcel Force non-account holder in store. OB call to account holder to authorize another person   Due to some eMBG case closures, OB email may be sent as automated case closure email not accurate / relevant   M2M

 Proof of postage from either party in a claim: With document uploader: <ul> Requesting a Police Incident Report or an Affidavit from either party in a case in order to make a decision <ul> Multiple scenarios for this use case   Requesting proof of collection from a buyer when a seller has provided a means of return Asking for proof or photos <ul> Multiple scenarios within this use case   Without document uploader: <ul> Use SOL11140 to reach out to the buyer, if there was a problem with the sellers first attempt to facilitate the return. Informing a buyer we have changed their SNAD to an INR where the seller has escalated the INR Asking a member to verify/confirm their PayPal address for refunds/white-gloves etc. Multiple scenarios in this use case   After a seller has escalated the case after providing a label: <ul> Requesting the buyer to ship an item or provide tracking information   When a buyer is unable to print return label from their account <ul> Teammate will download label and send it to the member   Multiple defect removal request from member on a call/chat <ul> Teammate is able to work offline to investigate and then send a follow up email   Call to an Argos store in relation to PUDO case <ul> Teammate will then call member back/send follow up email   Escalation callbacks <ul> Can include multiple attempts if there is no answer <ul> The FSP allows for 3 callbacks before sending an email to member
 Concierge & Buyer Welcome

 Answering an Email or Chat with an OB call is allowed for the following use cases: <ul> Explaining complicated topics using the call as a buyer/seller coaching If there is a feeling the member is not accepting the education via written channels Questions about customer intent Selling/Buying bad news <ul> Particularly negative case decisions or defect/feedback removal   Escalation management in cases where the customer is unhappy with the Concierge resolution DE Concierge & Buyer Welcome Answering an email with an outbound call: <ul> Explaining complicated topics using the call as a seller coaching Questions about customer intent Selling bad news <ul> Particularly negative case decisions or defect/feedback removal   Escalation management in cases where the customer is unhappy with the Concierge resolution   Outbound phone procedures Phone outbound hours of operation <ul> Define at which times a customer can be contacted for outbound Phone outbound HOOPs are defined for each market <ul> Balances the expectations and habits of local customers with business needs Makes it more likely to reach customers and avoid the cost for unsuccessful call attempts   <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td>Region</td> <td>Outbound HOOP</td> </tr> <tr> <td>US</td> <td> 9 am - 9 pm MST </td> </tr> <tr> <td>UK</td> <td> 9 am - 9 pm GMT Monday-Friday for service calls only Verticals 9 am - 9 pm GMT 7 days a week </td> </tr> <tr> <td>DE</td> <td> 9 am - 9 pm Monday-Friday for service calls only </td> </tr> <tr>

<td>EEC</td> <td> 9 am - 9 pm CET </td> </tr> <tr> <td>AU</td> <td> 9 am - 6 pm </td> </tr> <tr> <td>Global Payments</td> <td> Monday-Friday regional HOOP Saturday 10 am - 6 pm </td> </tr> <tr> <td>Global e2M</td> <td>UK customers

 Teammate located in GMT <ul> 9 am - 9 pm GMT Monday-Friday only Teammate located in Mountain Time <ul> 2 am - 2pm MT Monday-Friday only US customers

 Teammate located in GMT <ul> 4 pm - 4 am 7 days a week Teammate located in Mountain Time <ul> 9 am - 9 pm MST 7 days a week </td> </tr> <tr> <td>CBT</td> <td> 9 am - 6 pm 7 days a week For service calls only </td> </tr> </tbody> </table> Phone outbound attempt cap and max ring time <ul> Phone outbound attempt caps are defined to limit the number of attempts we undertake to reach customers <ul> This makes sure that we are using our resources efficiently For that reason, we only allow for one outbound attempt   The maximum ring time per attempt is 20 seconds If the customer is not reachable: <ul> An email is sent instead to make sure that the customer is receiving the answer to his/her question in a timely manner The customer can decide whether to follow up on the query or not <ul> Exceptions: <ul> If a technical issue prevented a first successful attempt teammates can try a 2nd time GC MSO group is allowed a second outbound call when the customer was disconnected or not reachable If a call is escalated to a team leader, they can attempt 3 more calls to reach the customer UK AG/Verticals is allows >1 OB attempt where needed   Voicemail <ul> If teammates can only reach the

customer's personalized voicemail <ul> TMs should use the customers first and last name to leave a high-level message of the result Leave a voicemail instead of sending an email if the voicemail personalized   If the seller doesn't have a personalized voicemail, they should send outbound email   ACW FSP General Guidance <ol> Usage of ACW is only permitted to resolve a customer issue that could not be resolved during the contact and in line with the allowed use cases below. It's not allowed to use ACW with any other intent, especially not for non-work-related actions. See Code of Conduct GUIDE1776   Teammates must proactively opt-in to ACW as soon as they realize they need ACW to resolve the customer issue. TMs are not allowed to intentionally wait for the ACW pop-up to appear after the contact disconnects and let it countdown. ACW must be used effectively. The immediate switch back to an available state (or an allowed shrink state) is mandatory once the customer issue has been resolved. Specific information on how to handle ACW in Communicator can be found in GUIDE1540. Definitions In a phone or chat SR, ACW (after call work) is the time from when the connection to the customer is interrupted until the SR is closed. Allowed during ACW ACW can be used, if needed and not otherwise instructed by the market operations teams, for the following activities: All markets <ul> Sending an SR to offline/reassignment Technical issues <ul> Filing a My IT report as an outcome of attempting all options to resolve the customers concern and determining that the only possible next step is a potential bug or site issue   Choosing the correct closure code for a Call Me contact according to the instructions Documenting complaints e2M/Payments <ul> CMT escalations PET escalations KYC back office referrals Other back office referrals <ul> Where more than just SHATO referral is required <ul> For example: writing an email to Proactive VAT DL   Payments only <ul> Sending emails <ul> KYC, bank data abuse, payments disputes appeals where there is no SOL content The complexity of mail precludes sending during call Sending during the call is the desired behaviour where possible   UK/US Verticals <ul> Request support from the Back Office Team (Slack) File a Buyer or Seller Risk report through SHATO or SRM Send a follow up via outbound email (SOL) for education Request and process larger credit requests that require CAAART or BCD Communicate with a leader for approval of a manual correction (Slack or Outlook) Communicate with a 3rd party (Escrow, Top Star Feedback, Couriers, Authenticators, Opening and updating of Quick base tickets, updating TMs who are also dealing wit the same transaction/Issue) via Slack, Tracer/courier investigation forms and Quickbase ticketing system. DE <ul> Emails to trading partner (SNC/BNC) New outbound call or mail to a trading partner for M2M resolution Sending (Outlook) email to Dreilinden Care Team, e. g. for approvals M2M case decision requiring additional research or back office support Buyer Welcome (F90D) sending pitch message to customer AU <ul> Submitting a MIR (Make It Right) request for TL approval

 UK <ul> In cases where a UK member has been identified as a Vulnerable Customer <ul> Providing the member with contact information for a charity/service provider who may be able to provide additional support. Applying vulnerability issue to the members account   All markets outside NA/UK/DE <ul> Sending an email to the customer if it cannot be done while the contact is live M2M case decision requiring additional research or back office support Credits requiring a CAAART request Issuing points or coupons that require team leader approval Virtual support teams <ul> Usage of Qualitrics forms by receiving teammates to document SLS and SME contacts Guidelines for notes <ul> In most cases, SR notes are not needed <ul> Notes are particularly not required when documented by the system   When notes must be left, they have to be structured, short and concise It preferable to leave notes during the contact The below guidelines refer to both notes taken during talk time and in ACW: When should a note be left? When providing a resolution or promise that is outside of normal policy Any time a follow-up or promise is made and you are not able to fulfill it immediately while the contact is live For Complaints see Guide1717 When advising the customer to take action that will result in a change to the account settings <ul> This also includes advice resulting in a financial impact (positive or negative) to the account   Examples <ul> Advising the customer to use promoted listing on several listings Advise the customer to advertise listings on our platform Any time you are initiating a cold transfer when a cold transfer is an allowed FSP Offline transfers to second level support or to a leader for an escalation

Examples where no note is required: <ul> Providing the user a credit while the contact is live (credits are documented automatically in MAC notes) EMBG case decisions (all actions are captured through Guided Judgment) Feedback or defect removal (these are documented automatically in MAC notes Giving the member general advice or education What should be included in a note: <ul> Specific item number(s) related to a resolution or promise outside of normal policy Specific money amounts related to a resolution or promise outside of normal policy Specific actions and dates/times related to a resolution or promise outside of normal policy   What should not be included in a note: <ul> The SR number The userID for the contact Details related to general information, education, or guidance for example <ul> Showed customer how to navigate to listing overview   Classification of Contacts <ol> Classifying CCR1 and CCR2 is not allowed during ACW Classification must happen while the customer is connected   Warm transfer FSP Introduction and goals We should be solving our customers issues in the quickest, simplest and easiest way possible: <ul> Our principle is to solve the queries of our customers in the first interaction In some cases, this is not possible and there is a need to (warm) transfer customer to another department This FSP provides a fast and efficient way for handling warm transfers When we do not accept a warm transfer, it prolongs the customers wait time and ultimately does not support our unifying purpose We value our customers time and should always strive to create a positive experience Following this FSP should also provide a better experience in partnering with each other All transfers must be based on the guidance provided in this article and the transfer GUIDE1453 (link), any transfers for CCRs not outlined in the transfer guide are not allowed. Seek the guidance of your coach, TL, SLS, etc for how to handle these Unless clearly outlined otherwise, ALL phone to phone transfers are expected to be warm transfers <ul> In the event that the expected wait time shown in communicator for the target CCR exceeds 3 minutes, the teammate must advise the member of the expected wait time and ask if the member desires to wait or prefers a call back <ul> If the member prefers to wait - the teammate must initiate a cold transfer AND must leave a transfer note for the receiving teammate If the member prefers a call back - the teammate must support the customer in requesting a Call Me using the correct contact reason   Best practice process The below workflow is the current process used in GSD UK and it is proposed to be best practice for all markets, eventually including RVS/Concierge. Teammate 1 reviews the Transfer guide to validate which department can assist the customer. Teammate 1 informs the customer they are going to consult with a different team before they transfer them. Teammate 1 obtains customers agreement to be placed on hold. Teammate 1 fills out the transfer template: <ul> Item number/Case id Tracking (if applicable) L2 topic with L3 (one liner about the issue)   Teammate 1 initiates consultation with Teammate 2 and discusses the following: <ul> Customers name Customers verification status High level summary of reason for the transfer Consultation should take approx. 15 seconds   After the consultation between Teammate 1 and 2, Teammate 2 will accept the transfer. Teammate 1 will merge the call. Teammate 1 releases ACW & is available for the next contact ACW should not be required following transferring the call as all the details should be documented in the transfer template. If the teammate feels there is a need for ACW, they should flag this with their team lead.   Initiating transfers <ul> Teammates must have the intention to transfer a customer and/or the customer issue to the

CCR where the customer issue can be resolved. Transfers with other intentions are not allowed In cases of multiple customer issues in one contact, Teammates must resolve the issue(s) that can be resolved directly. Any remaining issues can then be transferred to the correct CCRs: <ul>   A phone contact can be transferred to a phone CCR and/or be split into multiple reassignments as needed.   A chat contact can be transferred to another chat CCR and/or split into several SRs being reassigned to offline CCRs as needed.   An email contact can be split into multiple SRs being transferred to offline CCRs as needed.   Phone/Chat-to-Email Transfer (Reassignments)   The transfer initiating teammate must ensure that the customer issue is documented in a way that the receiving teammate is easily able to understand the customer issue without any additional research needs. This is done by using the SR note template provided by market specific processes.   Chat-to-chat transfers <ul>   The transfer initiating teammate must ensure that the customer issue is documented in a way that the receiving teammate is easily able to understand the customer issue without any additional research needs. This is done by using the SR note template provided by market specific processes.   When the target CCR is outside of HOOP (hours of operation) the teammate must (if not ruled differently by market specific processes) ask the customer if they prefer to contact us again during HOOP or that the issue will be reassigned to an email queue.   Email-to-email Transfers <ul>   The transfer initiating teammate must ensure that the customer issue is documented in a way that the receiving teammate is easily able to understand the customer issue without any additional research needs. This is done by using the SR note template provided by market specific processes.   Transfers to second level/virtual support (SLS/VS)   Transfer requirements in relation to SLS/VS will be described in detail in an upcoming SLS/VS policy.   Accepting warm transfers

Teammates should always accept warm transfers We should avoid educating on core topics Avoid pushing back on taking the call, as this adversely impacts the customer experience The only exception is where the L2 for the topic being transferred is not handled by your department You can educate the initiating teammate, to get the customer to the correct department Escalation through warm transfers <ul> Leader escalations should never be transferred, in this scenario refer to our escalation guidelines. Your direct leadership should take over the call and case manage the issue with the member. Callout for Sell, e2M, and M2M <ul> You may experience what feels like a higher number of warm transfer requests from buy teammates When a customer calls in and presses 0 to skip the IVR, that customer will automatically be sent to a Buy teammate Because of this, there are typically more instances when they would need to be transferred to a different department Do not transfer to same staffgroup <ol> TM must not transfer to any of the intended staffgroups in their skillset (known as same staffgroup transfer). A TM not equipped to resolve the customer issue directly must seek the help of SLS or TL. The criteria to identify same staffgroup transfer are: CCR belongs to an intended staffgroup the TM has the skills to manage AND the next intended staffgroup of the SR is matching one of those skills.   FSP variations to UK <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr> <td colspan="2">Regional variations</td> </tr> <tr> <td>US</td> <td colspan="1" rowspan="5">How to Use Communicator - Overview</td> </tr> <tr> <td>UK</td> </tr> <tr> <td>DE</td> </tr> <tr> <td>FRITES</td> </tr> <tr> <td>AU</td> </tr> <tr> <td>US</td> <td>Do not mandate an AHT or template when handing over warm

transfer. At a high level, after the customer explains their issue and you know you will need to perform a warm transfer: <ol> Place the customer on hold (check in regularly with the customer if youre on hold for more than 30 seconds). Connect with teammate B, explain the customers issue, and ask teammate B if they will be able to take the call. Initiate a 3-way conference call with the customer, teammate B, and yourself. Introduce the customer to teammate B. Exit the conference call. Workflow: <ol> Teammate 1 reviews the Transfer Guidelines to validate which department can assist the customer. Teammate 1 informs the customer they are going to consult with a different team before they transfer them. Teammate 1 obtains customers agreement to be placed on hold. Teammate 1 initiates consultation with teammate 2 and discusses the following: <ul> Customers name Customers verification status Customers concern and reason for the transfer   After the consultation between Teammate 1 and 2, Teammate 2 will accept the transfer. Teammate 1 will merge the call. Exception: <ul> If during the consultation it is clear to BOTH Teammate 1 and 2 that the contact should be transferred to a different department: <ul> Teammate 1 will end the consultation and start a new consultation with the correct department   </td> </tr> <tr> <td>Spain</td> <td>No warm transfers as Buy & Sell and M2M are operated by the same teammates
 Warm transfer is not possible for e2M as everything is offline and handled by machine translation</td> </tr> <tr> <td>FRITES</td> <td>Do not mandate an AHT or template when handing over warm transfer. Warm transfer: options to arrange call-backs CSKB Guide 1540 (applies to FRITES only as do not offer Call Me on OCS) Varies by Teammate location. Check with your supervisor to ensure you use the right option for your team/location: <ul> Arrange for the needed department to call member back ONLY: <ul> In case customer has objection for the immediate warm transfer and wants to be called back later <ul> TM1 has to arrange the call back and complete warm transfer   Escalate to Team Leader to arrange this, if applicable The first Teammate completes call-back themselves <ul> When service level allows for it Completes a warm transfer as normal   </td> </tr> <tr> <td>IT</td> <td> In the case where a customer is requesting to get support from E.U. a warm transfer is not mandatory Partner is located in Albania which is not part of the E.U. as of now <ul> The Italian legislation about consumer rights says that each customer has the right to talk to someone located in the E.U. The TMs must transfer those calls to the Dublin team   Since customer is refusing to talk to teammates in Tirana, most of the time cold transfer is done </td> </tr> <tr> <td>AU</td> <td>Do not mandate an AHT or template when handing over warm transfer. On hold longer than 3 minutes: <ul> Check in everyminute After 3 minutes, advise customer of other options to holding Ask the customer if they would like to continue to hold: <ul> If YES continue to hold with the customer as long as they wish If NO complete the option preferred by the customer (see Step 9 in the Job Aid) These options are shown in the lower section of the Job Aid.   </td> </tr> <tr> <td>DE</td> <td>Do not mandate a specific AHT or template when handing over warm transfer however guidelines mandate for the consult it: <ul> Serves to convey the customer's request, brief description of the problem, wording etc. No discussion between TMs No coaching for TM1 through TM2 ("You can find the information here / Here is the way how you can check it yourself" etc.) </td> </tr> </tbody> </table> Outside hours of operation <ol> Confirm that the team where the customer must be transferred to is currently closed. Note: Unavailable teams appear in gray   Inform the customer that the team is closed. Assist with general inquiries. Provide hours of operation to call back when the team is available.   Hold policy Purpose Our ambition is to solve our customers issues in the quickest, simplest and easiest way possible. To live up to this ambition: <ul> Hold functionality should be used as minimally as possible The goal is to handle these contacts efficiently while creating a great and repeatable customer experience Definitions Hold is a functionality within Communicator and can be referenced here. When a call is placed on hold by a teammate, the call is parked, so to speak, and the customer is unable to communicate with the TM <ul> Wait-music is played The teammate is then able to consult SMEs, contact a TL or perform other tasks during the hold time   General guidance <ul> To put customers on hold, the hold functionality built into the Communicator tool is to be used <ul> Do not use mute or the hold button on the Avaya phone instead   You must ask for permission before placing the customer on hold You need to check back with the customer within 2 minutes to let them know they've not been forgotten <ul> This is also true for situations were TMs consult another TM, no matter if using the Communicators consultancy functionality or person-to-person directly in the office   Non-US: If a check back with a customer is needed more than twice, the teammate must ask the customer at the third check back if they'd like to either: <ul> Stay on the line even if this means to be placed on hold once more Have the teammate call the customer back at their convenience when they've determined the appropriate resolution When calling customers back, refer to the outbound FSP in this guide. Hold use cases There are only two use cases in which a customer can be placed on hold: TL/SV/SME consultation: <ul> When a TM cant resolve a customer concern without consulting a SME or must ask for a TL/SV approval, it is allowed to put the customer call on hold In depth research: To research a complicated issue in-depth that needs a teammate's full attention. This does not cover: or <ol> Standard research in which the customer can be talked through easily. Research that provides accurate resolution when engaging in direct conversation with the customer. Examples for a standard research not valid for putting the customer on hold would be <ul> Looking up an item ID Checking the amount of the last bill Initiating a standard risk assessment to increase selling limits Examples for a complicated in-depth research valid for putting the customer on hold would be: or <ol> Finding a certain SR in the customer contact history in an B2C seller account that contacts us often. Validating if a certain issue had been active on an account at a given time, when there are many issues that have to be checked. It is not absolutely necessary to use hold in these situations and it should be avoided if it is not. But it can help to reduce the time needed for the research and by that help to reduce the customer effort.   Communicator AUX code usage policy Definition <ul> AUX codes are the way TMs track their actual work status in Communicator This must be done accurately using the below noted definitions of the single AUX codes The goal is to have 100% match of used AUX codes throughout the workday aligning to teammate schedules This is also important for back office or special teams, even when not working directly with customers If a TM has a schedule, productive and unproductive times (like breaks, etc.) must be tracked using AUX codes Contact your leader for any questions about this policy General guidance AUX Codes must be used to track actual work and your productive status in accordance to the below noted guidance. Aux codes must not be used in an inappropriate manner such as: <ul> Manipulate contact arrival patterns or the amount of work outside official processes Avoid work Use a pending status to manipulate the amount of concurrent chats etc. AUX codes Available <ul> Use when spending time answering, documenting or researching for a customer Using this AUX code will tell Communicator to push calls, chats and emails into your inbox Includes all activities directly relating to resolving a customer contact Concierge Only: e2M Proactive Work and 48-hour fair warning calls can be done in this state. This allows conference calls to come through as needed.   No answer <ul> Communicator sets this status when you miss a customer call or chat The teammate does not need to actively select this AUX code End of shift <ul> Use during the last contact of your shift This AUX code prevents further customer contacts being pushed to you after resolving your current contact Resolve the last customer contact completely before logging out of Communicator Prep time <ul> Use up to 10 minutes a day to prepare the workday <ul> Reading emails CSKB updates Comms packs etc.   Not for all markets <ul> Usage must be approved by your leadership   Proactive <ul> Spending time working on proactive cases without having direct customers contacts Scheduled for proactive segments by your leadership Concierge Only: Can be used for tracking all outbound contacts including welcome calls, scheduled outbound calls, monitoring handle time calls, etc. In addition, preparation or research for the above outbound call type can be tracked here.   Project <ul> Scheduled for Project segment(s) as requested and approved by your leadership This could include eBay-requested activities to improve processes, tools, or special tasks (e.g. workshops, pilot tasks, etc.) Use for personal development plans Don't use when a SR is still in progress unless the teammate's schedule requires it Dont use while an

SR is still in progress then switch back to available UK Only: Also used for proactive manual search.   SME mentor <ul> Use during time when instructed to do virtual floor walking and/or nesting/partner support/SME for new hires or new product launches Don't use when a SR is still in progress unless the teammate's schedule requires it Dont use while an SR is still in progress then switch back to available Concierge Only: Can be used for walk-up questions by the designated daily POC. In addition, any work that a TL, SME, or support person completes in Communicator should be done in this task.   Tech issues When you cannot enter into a productive task in Communicator because of technical issues with your hardware or tools. Examples of these issues: <ul> Issues with headsets, keyboards or monitor Agent Desktop, Unify2 or any other eBay tool, which is indispensable for production Inform your leadership of the issue immediately and follow the agreed IT issue notification process. Lunch <ul> Use for taking your scheduled lunch break Only use once in a regular shift as scheduled Don't use when a SR is still in progress unless the teammate's schedule requires it Dont use while an SR is still in progress then switch back to available Break paid <ul> Taking granted breaks as scheduled This is only intended for inhouse and not for partner use Don't use when an SR is still in progress unless the teammate's schedule requires it Dont use while an SR is still in progress then switch back to available Break unpaid <ul> NA Inhouse: Should be used by teammates who have been approved to use by HR <ul> Teammates who have HR accommodations are the only ones who may use this task   UK Inhouse: Unscheduled breaks not in Empower <ul> 5-10 minutes only, for toilet breaks and grabbing a drink from the kitchen area on your floor.   Partners: All breaks except for lunch breaks <ul> Also, any time spent on tasks that do not benefit eBay   Don't use when a SR is still in progress unless the teammate's schedule requires it Dont use while an SR is still in progress then switch back to available Coaching <ul> 1:1 coaching with a TL or coach A dedicated coach or TL has scheduled a coaching segment in your schedule Don't use when a SR is progress unless the teammate's schedule requires it Dont use while an SR is still in progress then switch back to available Integrated coaching <ul> Side-by-side coaching only by either a TL or coach A dedicated coach or TL instructs you to go into this status. Don't use when a SR is still in progress unless the teammates' schedule requires it Dont use while an SR is still in progress then switch back to available Training <ul> Use when you're scheduled for training This includes all forms of trainings from e-Learnings and huddles to classroom trainings Don't use when a SR is still in progress unless the teammate's schedule requires it Dont use while an SR is still in progress then switch back to available Meeting <ul> A team leader has scheduled a segment for a meeting. This could include: <ul> Performance reviews A 1:1 with your team leader Weekly huddles Team meetings eBay all-hands, roadshows, or similar company events   Don't use when a SR is still in progress unless the teammate's schedule requires it Dont use while an SR is still in progress then switch back to available Work council <ul> DE Inhouse Only: Used by members of the workers council All others: don't use Don't use when a SR is still in progress unless the teammate's schedule requires it Dont use while an SR is still in progress then switch back to available SR Closure FSP Definition This FSP covers the appropriate SR closure reasons and handling guidelines to ensure post-contact actions are performed correctly. There are five SR closure reasons covered under this FSP: <ol> Closed_Resolved Closed_Disconnected

Closed_Unreachable Closed_Duplicate Closed_Canceled   <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td colspan="2">Resolved</td> </tr> <tr> <td>Substatus name</td> <td>Closed_Resolved</td> </tr> <tr> <td>Channels</td> <td>Phone, Chat, and Email</td> </tr> <tr> <td>All guidelines</td> <td> All SRs should be closed as resolved regardless of customer satisfaction with the resolution provided, unless otherwise stated by SR closure reason guidelines. If the customer is refusing to end the contact: <ul> The resolution must be provided 3 times to the customer After the 3rd time, the customer must be asked if we can help with anything else If the customer continues to refuse to end the contact without having a different issue or concern. The contact must be closed as resolved   All successful Call-Me SRs should be closed as resolved regardless of customer satisfaction with the resolution <ul> In cases where a call-me is unsuccessful, refer to unreachable closure code guidelines In cases where a call-me is interrupted due to a technical issue, refer to disconnect closure code guidelines   </td> </tr> </tbody> </table>   <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td colspan="2">Disconnected</td> </tr> <tr> <td>Substatus name</td> <td>Closed_Disconnected</td> </tr> <tr> <td>Channels</td> <td>Phone and chat</td> </tr> <tr> <td>Definition</td> <td> A disconnect is a call or chat that is prematurely ended by: <ul> A TM or A technical issue for TM Unforeseen circumstances We do not consider a customer disconnecting due to dissatisfaction with the resolution as a disconnect and this should follow the Resolved reason code guidelines   </td> </tr> <tr> <td>Phone

guidelines</td> <td> The disconnect reason must be documented in a SR note Technical Issues: <ul> If a call is disconnected or cannot be resolved due to a technical issue the customer must be called back immediately if the issue allows it <ul> In cases where a technical issue does not allow for immediate call back the pause functionality should be utilized until a call back can be provided Before initiating the callback, the teammate should check the customers recent SR history in case a resolution was provided in the meantime If a callback is not possible an email should be sent providing a resolution
 Abusive Customer:

 If a customer is abusive/ personally attacking a teammate: <ul> Set boundaries with the customer twice by politely informing them that they must keep the contact free of abusive language and if their behavior doesnt change a TL or manager will take over the contact. Examples: First Warning: "(Customer's name), I can absolutely see how frustrating this is and I would really like the opportunity to assist you, but in order for us to continue the call I need to ask you to keep the contact professional, otherwise I will no longer be able to continue" Second Warning: (Customer name), I need to ask you to please keep the contact professional, otherwise I will need to escalate you to a member of leadership Additional de-escalation talking points are available in the Escalation and customer experience guidelines (GUIDE1487).   It is important that every customer is treated with empathy, a contact should never be disconnected without trying to actively listen to the customer. Offer the customer support once they are composed again. You can also recommend the customer call back later if they are unable to remain composed.   If the customer does not gather their composure after the second warning, the call can be disconnected and escalated to a TL or manager following the escalation process. (Note: Do not send these calls to SLS Escalation transfer).
   If the customer refuses to hold or a member of leadership is unavailable: Advise the customer they will be contacted by a member of leadership at their earliest opportunity. Tell the customer you will be disconnecting the call. Proceed to disconnect the call. Escalate to a TL/manager (Refer to the supervisor/manager section in the Escalation and customer experience guidelines (GUIDE1487) for additional guidance on how to escalate the contact)
 Customer Initiated Holds: <ul> If the customer explicitly asks us to hold because we have asked them for information: <ul> This can include the customer checking account information, item number(s), tracking ID(s), verification of account owner, etc. Teammate should wait for the customer to come back for up to 10 minutes, regularly checking in every 2 minutes. If the hold exceeds 10 mins, teammate can end the contact This is considered a TM disconnected contact; therefore, a teammate is expected to make a call back attempt. If a callback is not possible an email should be sent providing a resolution   If the customer explicitly asks us to hold for something unrelated to the contact (customer needs to answer the door, take another call): <ul> Teammates should ask for a response after 2 minutes, the contact can be disconnected after a total of 4 minutes. This is considered a TM disconnected contact; therefore, a teammate is expected to make a call back attempt. If a callback is not possible an email should be sent providing a resolution.   Unresponsive Customer: <ul> If a customer isn't on the line or cannot be heard as soon as a call is connected (AKA. Ghost Call). An attempt to talk to the customer for 30 seconds should occur, If a connection cannot be established, the customer must be informed before the disconnect

A call should never be disconnected without trying to listen to the customer, including offering the customer support </td> </tr> <tr> <td>Chat guidelines</td> <td> The disconnect reason must be documented in a SR note Technical Issues: <ul> If a chat is disconnected or cannot be resolved due to a technical issue the customer must be called back immediately if possible <ul> In cases where a technical issue does not allow for immediate call back the pause functionality should be utilized until a call back can be provided Before initiating the callback, the teammate should check the customers recent SR history in case a resolution was provided in the meantime If a callback is not possible an email should be sent providing a resolution
 Abusive Customer:

 If a customer is abusive/ personally attacking a teammate: <ul> Set boundaries with the customer twice by politely informing them that they must keep the contact free of abusive language and if their behavior doesnt change a TL or manager will take over the contact. Examples: First Warning: "(Customer's name), I can absolutely see how frustrating this is and I would really like the opportunity to assist you, but in order for us to continue the call I need to ask you to keep the contact professional, otherwise I will no longer be able to continue" Second Warning: (Customer name), I need to ask you to please keep the contact professional, otherwise I will need to escalate you to a member of leadership Additional de-escalation talking points are available in the Escalation and customer experience guidelines (GUIDE1487).   It is important that every customer is treated with empathy, a contact should never be disconnected without trying to actively listen to the customer. Offer the customer support once they are composed again. You can also recommend the customer call back later if they are unable to remain composed.   If the customer does not gather their

composure after the second warning, the call can be disconnected and escalated to a TL or manager following the escalation process. (Note: Do not send these calls to SLS Escalation transfer).
    If the customer refuses to hold or a member of leadership is unavailable: Advise the customer they will be contacted by a member of leadership at their earliest opportunity. Tell the customer you will be disconnecting the call. Proceed to disconnect the call. Document the disconnect the call. Escalate to a TL/manager (Refer to the supervisor/manager section in the Escalation and customer experience guidelines (GUIDE1487) for additional guidance on how to escalate the contact) Customer Initiated Holds: <ul> If the customer explicitly asks us to hold because we have asked them for information: <ul> This can include the customer checking account information, item number(s), tracking ID(s), verification of account owner, etc. Teammate should wait for the customer to come back for up to 10 minutes, regularly checking in every 2 minutes If the hold exceeds 10 mins, teammate can end the contact This is considered a TM disconnected contact; therefore, a teammate is expected to make a call back attempt. If a callback is not possible an email should be sent providing a resolution   If the customer explicitly asks us to hold for something unrelated to the contact (customer needs to answer the door, take another call): <ul> Teammates should ask for a response after 2 minutes, the contact can be disconnected after a total of 4 minutes. This is considered a TM disconnected contact; therefore, a teammate is expected to make a call back attempt. If a callback is not possible an email should be sent providing a resolution.   Unresponsive Customer: <ul> If a customer is unresponsive while in a chat and didn't explicitly ask us to hold: <ul> We must ask for a response after 1 minute

The contact can be disconnected after a total of 2 minutes If the customer is generally slow at typing we must adapt to the customer and allow more time before disconnecting If the teammate already provided a resolution via chat, the SR should be closed as resolved and there is no need to callback or email the customer If the teammate understands the customer issue and can provide a resolution but was unable to via chat, a callback or email should be initiated providing the resolution to the customer   A chat shouldn't be disconnected without trying to understand the customer, including offering the customer support </td> </tr> </tbody> </table>   <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td>Unreachable</td> <td> </td> </tr> <tr> <td>Substatus name</td> <td>Closed_Unreachable</td> </tr> <tr> <td>Channels</td> <td>Outbound phone and Call Me</td> </tr> <tr> <td>Outbound phone guidelines</td> <td> If a customer cannot be reached via Outbound call Outbound policy applies </td> </tr> <tr> <td>Call Me guidelines</td> <td> An unsuccessful Call Me attempt is defined as a TM not being connected to the customer that requested the call. The below sub-reasons are used to allocate the correct unreachable sub- reason which automates an email to the customer informing them of the unsuccessful call attempt. Busy No Answer Invalid Number Wrong Number Voicemail/Fax Generic Error   The system automatically documents everything, so notes aren't required. Outbound Policy applies   </td> </tr> </tbody> </table>   <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr

bgcolor="c2dfff"> <td colspan="2">Duplicate</td> </tr> <tr> <td>Substatus name</td> <td>Closed_Duplicate</td> </tr> <tr> <td>Channels</td> <td>Email</td> </tr> <tr> <td>All guidelines</td> <td> If a customer sends 2 or more emails for an identical issue at the same time across multiple SRs and the TM can see the correct resolution has already been provided by a previous TM, the SR can be closed as duplicate. The TM must confirm that the issue has been resolved correctly before closing as duplicate.   </td> </tr> </tbody> </table>   <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td colspan="2">Canceled</td> </tr> <tr> <td>Substatus name</td> <td>Closed_Canceled</td> </tr> <tr> <td>Channels</td> <td>Phone, Chat, and Email</td> </tr> <tr> <td>Phone guidelines</td> <td> Customer requests the Service Request to be canceled </td> </tr> <tr> <td>Chat guidelines</td> <td> If a chat from a customer carries no additional context or actionable items: <ul> Close as canceled (i.e., spam chats, customer did not discuss any query relating to their eBay account with the teammate, etc.)   Customer requests cancelation of the Service Request </td> </tr> <tr> <td>Email guidelines</td> <td> If an email from a customer carries no context or actionable items: <ul> Close as canceled. i.e., spam emails, thank you emails, blank email, with no text or attachment, member emails us to say they "do not want to hear from eBay again" (or similar statement) etc.   If an outbound email is created in error this should be closed as canceled Customer requests cancellation of Service Request
 Abusive Customer:

 If a customer is abusive/ personally attacking a teammate: <ul> Set boundaries with the customer twice by politely replying to the email and informing them that they must keep the contact free of abusive language and if their behavior doesnt change a TL or manager will take over the contact. Examples: First Warning, in addition to answering the customers query: "(Customer's name), I can absolutely see how frustrating this is and I would really like the opportunity to assist you, but in order for us to continue, I need to ask you to keep the contact professional, otherwise I will no longer be able to assist you" Second Warning, in addition to answering the customers query: (Customer name), I need to ask you to please keep the contact professional, otherwise I will need to escalate you to a member of leadership Additional de-escalation talking points are available in the Escalation and customer experience guidelines (GUIDE1487).   It is important that every customer is treated with empathy, a contact should never be cancelled without trying to actively help the customer. Offer the customer support once they are composed again.   If the customer does not gather their composure after the second warning, the email can be cancelled and escalated to a TL/manager following the escalation process. (Note: Do not send these emails to SLS Escalation transfer) Refer to the supervisor/manager section in the Escalation and customer experience guidelines (GUIDE1487) for additional guidance on how to escalate the contact. </td> </tr> </tbody> </table> </h2>