

CHAT - Store Associate Requests

Change RMS status: Only possible live from Shipped to Complete. Any other combination needs an escalation under the same topic as the endgoal + chatter @BBYCE Leadership

Address Change: Allow an escalation if done by a Store Manager, else, we follow the same limitations on them as online orders. If the change is incompatible, the store needs to cancel and redo their purchases

Cancel/Convert a Store Stock Transaction to become a Delivery: They can cancel the transaction themselves and redo it as a RIP delivery

Set an Invoice to be a (Fly By) Same Day Delivery: Transfer to the Driver's Escalation Line

Map/Add a Postal Code: HDS Address Change Escalation + Chatter to @HDCE Leadership

Reschedule Pickups: HDS Reschedule Escalation + Chatter to @BBYCE Leadership

Invoices missing from RIP: For Fitness Equipment/Appliances, have them email asachds@alorica.com so we can process the ticket

Store Associate Requests

EMAILS

Route Delays Strip Carrier/BBY staff contact info. Forward to HDS agents, CC asachds@alorica.com

Agent Requests Emails to carriers as per the Batline documentation. Ticket requests.

HDS SME Report Review comments and attached file. Coach agents by email. Validate cases using the new escalation guidelines and action as appropriate. (Any queue assignment can be done by a TL)

SDR Inbox Review forms submitted throughout the day for errors and ask the agent to resubmit.

Social Media Escalations Review, action, and Reply All

EMAILS

ESCALATIONS

All Cases Verify they are valid and all info is complete as well as call flow has been correctly followed

ESCALATIONS (cont)

Combine and close duplicate cases or multiple cases for the same customer

Update comments for any cases actioned

Delivery Window Inquiry (Assigned to Zouhir) Update to correct case type, close or assign to "L2 HDCE transaction Team - Priority" Queue

Address Change Follow call flow and close for minor updates

Assign to "L2 Transaction Team Priority" to contact carrier for approved major changes

Cancellation Action invoices in "Scheduled" Status

Assign to "L2 HDCE Transaction Team - Priority" for any invoices needing action that are not in "Scheduled" status

Delivery Instructions Review and assign to "L2 HDCE Transaction Team Priority" to update carrier

Reschedule Check Clear D, update customer/store if delivery or reschedule is already completed then close

Special Delivery Time Frame Verify valid criteria (i.e. business/building w/ elevator) and proper expectations have been set with the customer

Submit RSS form if above is confirmed otherwise follow-up with customer

Assign to "L2 HDCE Transaction Team Priority" once the RSS form has been submitted

ESCALATIONS

CALLS

Use the **HDS Complaints/Escalations** flow case relating to the customer's need to discuss the situation over the phone. If they insist, take the call.

CALLS



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