

L2 PROCESS: INSTALLATION | MAINTENANCE

Key Points:

- For all 1 CR cases, when the L1 consultants escalate the issue for investigation, a corresponding incident is created with Jeeves to check the reason for the issue and share an update.

Note: *Once an incident is updated in Jeeves IMS, the same information passes to the Kapture tool as well*

- If any update needs to be shared with the customer, the consultant should outcall the customer, provide the relevant information and close the case
- If more time is required, follow up with the customers and request them to wait until the shared ETA
- If the issue has been resolved in the Jeeves IMS incident, the corresponding Kapture incident will also be automatically resolved

SNo.	Scenarios	Process to be followed
1	Customer contacts and complains that there is a Delay in Installation/Maintenance Service	<ul style="list-style-type: none">• Once the incident is escalated to the L2 teams by the L1 teams (in Flipkart), an incident will also get created with Jeeves or the Brand• Check if any incident is created by Jeeves or the Brand: <p>Incident is Created by Jeeves or Brand:</p> <ul style="list-style-type: none">• Check the incident created by Jeeves or Brand and look for the reason for the delay <p>Note: <i>The Jeeves or Brand will update the reason in the SRMS tool and the same will get auto-updated in the Kapture tool as well</i></p> <ul style="list-style-type: none">• Now check if the update states as:<ul style="list-style-type: none">○ Call (Installation) Completed○ Call (Installation) In Progress○ Call (Installation) Cancelled due to any Customer Dependency Reasons <p>Update is Call Completed:</p> <ul style="list-style-type: none">• When an installation gets completed the Kapture

		<p>incident gets auto-resolved</p> <ul style="list-style-type: none"> Hence, if the customer contacts and asks for the status, inform him/her that it is updated as Call Completed <p>Update is Call in Progress:</p> <ul style="list-style-type: none"> Jeeves or Brand will update the Installation Date and the reason for the delay Share the same information with the customer <p>Update is Call Cancelled due to Customer Dependency reason:</p> <ul style="list-style-type: none"> Call the customer and inform the customer about the status Probe the customer if he/she still wants the installation to get completed <p>Customer agrees:</p> <ul style="list-style-type: none"> Raise another ticket Close the case <p>Customer does not agree:</p> <ul style="list-style-type: none"> Close the case
<p>Note:</p> <ul style="list-style-type: none"> For any additional clarification regarding installation, fill in the FHS Kapture Form Responses will updated in the FHS Kapture Form (Installation/Maintenance/Repair) (Responses) 		
2	A customer complains that the Technician damaged his/her property	<ul style="list-style-type: none"> Once the incident is escalated to the L2 teams by the L1 teams (in Flipkart), an incident will also get created with Jeeves or the Brand Check the status updated in the incident by Jeeves or Brand <p>Incident is Created by Jeeves or Brand:</p> <p>Note: The Jeeves or Brand will update the reason in the SRMS tool and the same will get auto-updated in the Kapture tool as well</p> <ul style="list-style-type: none"> Now check if the update states as: <ul style="list-style-type: none"> Yes something was damaged and Jeeves will fix it No damage happened from Jeeves/ It's customer induced damage <p>Update is Yes something was damaged and Jeeves will fix it:</p> <ul style="list-style-type: none"> Ask the customer to wait for an update from

		<p>Jeeves or Brand</p> <ul style="list-style-type: none"> ○ Follow up with Jeeves or Brand to share the Oathkeeper TAT
		<ul style="list-style-type: none"> ● Update is No damage happened from Jeeves/ It's customer induced damage <ul style="list-style-type: none"> ○ Inform the customer that the technician has not caused any damage ○ Close the case
		<ul style="list-style-type: none"> ● Additional time needed: If Jeeves or Brand has not reverted with any conclusion, then Additional time needed status will be updated <ul style="list-style-type: none"> ○ Inform the customer to wait till the time mentioned
3	A customer complains that the technician is asking for an extra amount	<ul style="list-style-type: none"> ● Once the incident is escalated to the L2 teams by the L1 teams (in Flipkart), an incident will also get created with Jeeves or the Brand ● Check if any incident is created by Jeeves or the Brand: <p>Incident is Created by Jeeves or Brand:</p> <ul style="list-style-type: none"> ● Check the incident created by Jeeves or Brand and look for the reason for the delay <p>Note: The Jeeves or Brand will update the reason in the SRMS tool and the same will get auto-updated in the Kapture tool as well</p> <ul style="list-style-type: none"> ● Now check if the update states as: <ul style="list-style-type: none"> ○ Charges taken for some accessory ○ Customer bought a movable wall mount/ got some extra work done during installation ○ Refund done/ will be done by field team
		<ul style="list-style-type: none"> ● Update is Charges taken for some accessory: <ul style="list-style-type: none"> ○ Notify the customer about the status update and provide an explanation for the additional charges
		<ul style="list-style-type: none"> ● Update is Customer bought a movable wall mount/ got some extra work done during installation: <ul style="list-style-type: none"> ○ Notify the customer about the status update and provide an explanation for the additional charges

		<ul style="list-style-type: none"> Update is Refund done/ will be done by field team: <ul style="list-style-type: none"> Inform the customer about the status update Follow up with Jeeves or Brand to share the Oathkeeper TAT
<p>Note:</p> <ul style="list-style-type: none"> For any additional clarification regarding installation, fill in the <u>FHS Kapture Form</u> Responses will updated in the <u>FHS Kapture Form (Installation/Maintenance/Repair) (Responses)</u> 		
4	<p>A customer contacts and complains that the Service Technician picked up the product and promised to return within 4-5 days but there have been no updates since then</p>	<ul style="list-style-type: none"> Check with the relevant branch and share details with customer Keep the case open until the customer's issue is resolved