

L2 Process

Key Points to Note:

- **In case, the final resolution has been shared by the Jeeves/Brand/CT team but the customer does not respond to the call:**
 - Provide the resolution by sharing an email to the customer's registered Email ID
 - Close the case
- **In case, the final resolution has not been shared by the Jeeves/Brand/CT team and the customer is also not responding to the call:**
 - Buy an additional time of 48 hours by sharing an email to the customer's registered Email ID

SNo.	Scenarios	Process to be followed
1	Delay in Installation / Improper installation / Service Technician denied performing Installation	Check if the Status is: <ul style="list-style-type: none">• Call (Installation) Completed• Call (Installation) In Progress• Call (Installation) Cancelled due to any Customer Dependency Reasons
		Status: Call (Installation) Completed: <i>Note: When an installation is completed the Kapture incident gets auto-resolved</i> <ul style="list-style-type: none">• Inform the customer that the installation is completed, hence, it is updated as Call Completed
		Status: Call (Installation) In Progress: <ul style="list-style-type: none">• Jeeves or the Brand/ CT team will update the Installation Date and the reason for the delay• Share the same details with the customer <i>Note: For an ETA, refer to the Notes section</i> In case, No Updates are received from the Jeeves/Brand/CT Team: <ul style="list-style-type: none">• Request for an additional 48 hours
		Status: Call Cancelled due to Customer Dependency reason Cancellation due to: <ul style="list-style-type: none">• CNR/Reschedule/Not ready to pay at all/extra charge:<ul style="list-style-type: none">○ Call the customer and inform him/her about the status○ Probe the customer if he/she still wants the installation to be completed <p style="text-align: center;">■ Customer agrees:</p>

		<ul style="list-style-type: none"> • Raise another ticket • Share the new SPD and in case of any additional charges applicable, keep the customer informed <p>■ Customer does not agree:</p> <ul style="list-style-type: none"> • Close the case <p>• Auto Cancellation/No Response:</p> <ul style="list-style-type: none"> ○ Inform the customer that we have attempted to reach them 8 times via IVR regarding the cancellation ○ Probe the customer if he/she still wants the installation to be completed <p>■ Customer agrees:</p> <ul style="list-style-type: none"> • Raise another ticket • Share the new SPD and in case of any additional charges applicable, keep the customer informed <p>■ Customer does not agree:</p> <ul style="list-style-type: none"> • Close the case <p>• For other reasons:</p> <ul style="list-style-type: none"> ○ Inform the customer that an IVR was triggered before the cancellation ○ Also, the cancellation has been confirmed by the customer ○ Probe the customer if he/she still wants the installation to be completed <p>■ Customer agrees:</p> <ul style="list-style-type: none"> • Raise another ticket • Share the new SPD and in case of any additional charges applicable, keep the customer informed <p>■ Customer does not agree:</p> <ul style="list-style-type: none"> • Close the case
2	Service Technician damaged the customer's property	<p>Note: The Jeeves/Brand/CT team will update the reason in the SRMS tool and the same will get auto-updated in the Kapture incident as well</p> <p>Now check if the update states as:</p> <ul style="list-style-type: none"> • Yes, something was damaged and Jeeves/Brand will fix it: <ul style="list-style-type: none"> ○ Inform the details updated in the Kapture incident notes and follow up till closure • No damage happened from Jeeves/Brand, it is customer-induced Damage: <ul style="list-style-type: none"> ○ Inform the customer that the technician has not caused any damage ○ Close the case • Additional time required/No Update: <ul style="list-style-type: none"> ○ If Jeeves/Brand has not reverted with any conclusion, then the Additional time needed status will be updated ○ Inform the customer to wait for 48 hours

3	Service Technician is asking for an extra amount	<p>Note: The Jeeves/ Brand/ CT team will update the reason in the SRMS tool and the same will get auto-updated in the Kapture tool</p> <ul style="list-style-type: none"> Check if the Status update: <p>Update: Charges taken for some accessories:</p> <ul style="list-style-type: none"> Notify the customer about the status update and explain the additional charges <p>Update: The customer bought a movable wall mount/got some extra work done during installation:</p> <ul style="list-style-type: none"> Notify the customer about the status update and explain the additional charges <p>Update is Refund done/ will be done by the field team:</p> <ul style="list-style-type: none"> Inform the details updated in the Kapture incident notes and follow up till closure <ul style="list-style-type: none"> The customer bought a movable wall mount/ got some extra work done during the installation Refund is done/ will be done by the field team <p>No Update in Kapture post 3 days of escalations:</p> <ul style="list-style-type: none"> Based on the below checks, process price adjustment from Smart Assist <p>Note: Price adjustment should be done only where ticket status is completed</p> <ul style="list-style-type: none"> Prices mismatch when the ticket is re-opened: <ul style="list-style-type: none"> After validating the process, adjust the price for the difference amount Extra charge applied (after validation of no additional accessories taken; wall mount not included with the product): <ul style="list-style-type: none"> Process the difference amount <p>Note: After the Price Adjustment is processed, fill out this form</p>
4	<ul style="list-style-type: none"> Technician did not share the Invoice/bill If an invoice is not available 	<p>Note: The Jeeves/ Brand/ CT team will update the reason in the SRMS tool and the same will get auto-updated in the Kapture tool</p> <ul style="list-style-type: none"> Check the notes updated in the incident by Jeeves/Brand/CT Team <p>Service Technician will share with the customer:</p> <ul style="list-style-type: none"> Inform the customer the invoice will be shared with the Service Technician Close the ticket <p>No Extra amount collected:</p> <ul style="list-style-type: none"> Inform customer Service Technician has not charged extra Close the ticket <p>Refund is done/ will be done by field team/Brand:</p> <ul style="list-style-type: none"> Call the customer and inform him/her about it and follow up until closure <p>Additional time needed/No response:</p> <ul style="list-style-type: none"> Follow up and ask the customer to wait till the shared ETA/additional 48 hours
5	Rude behaviour by the Service Technician	<p>Note: The Jeeves/ Brand/ CT team will update the reason in the SRMS tool and the same will get auto-updated in the Kapture tool</p>

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| | | <ul style="list-style-type: none">• Check the notes updated in the incident by Jeeves or Brand and share the same information with the customer• In case notes are not updated:<ul style="list-style-type: none">◦ Follow up and ask the customer to wait till the shared ETA/additional 48 hours |
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