

# Coverage Escalations

## What are coverage escalations?

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Coverage escalations are requests from the client or from our Resolutions Care department for coverage assistance. There are several types of coverage escalations that Market Managers see on a regular basis, but they are mostly sent via email and are high priority coverage requests. Some types of coverage escalations include:

- Client requests for priority scheduling
- Client requests for special projects that require specific teams to complete them (special order products or in-store installations)
- Field Management Support escalations – Used when the customer is asked to reschedule on same day/next day orders and the customer is unable or unwilling to reschedule. These also are used for customers that have multiple missed appointments.
- Lowe's orders where no dates will populate in DOLI – will be called in to MM, but emailed if the MM cannot be reached
- Electrolux missing shipping address or no dates populating in DOLI - will be called in to MM, but emailed if the MM cannot be reached
- Servicer issues/highly escalated scheduling requests from Resolution Care – if there are issues with a servicer or the customer is highly escalated and requires advanced scheduling assisting.

## How do we work these requests?

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- Any requests made via phone should be addressed in the order in which they are received.
- Any requests made via email must receive a response within 2 hours of receipt and must be resolved within 4 hours of receipt.
- All actions and conversations should be documented on the DOLI job.
  - When documenting an email, you may either paste the email into DOLI or summarize the email in your notes.
- The Market Manager is responsible for reach out to the customer if rescheduling is required for any coverage requests.
  - Call the customer, do not rely solely on email or text.
- Work the requests per the existing processes for that client. If this is a coverage request, follow the Tech Needed process.
- Respond to all emails professionally and using proper spelling and grammar. Do not type in all caps or use texting abbreviations, e.g. thru, u.