BEST BUY NPS COACHING PORTAL

INTRODUCTION

Best Buy will send an email survey to their customers. The results are posted in the "In-Home Services NPS Report" accessible in the Best Buy NPS portal. The NPS results will be complied and sent out to the Market Managers daily. Market Managers will need to coach their team and update the Best Buy NPS portal.

HOW TO UPDATE THE PORAL

1. Log into the Portal.
2. https://reportal.us.confirmit.com/reportal/LandingPage.aspx
   - Username: InstallsInc06
   - Password: InstallsInc0606
   - Portal ID: 3900387
3. Select **Case Management**

4. From the dropdown, select **Respond to Open Cases.** You can search for the job to respond. Click the filter button shown below:

5. You will see a submenu popup--- enter the **FMS number/Client Order ID** into the **Work Order ID** field and click **Apply Filter.**

6. Select the job to open by left-clicking in anywhere on the line.
7. Select **Edit Notes** within the job. The job should already be cased within the Stakeholder and Root Cause analysis (based on customer/DOLI comments).

a. DO NOT CHANGE THIS. If you disagree with the casing, contact Tim Bohland -- but do not change it yourself.

8. Scroll to **Case Management Notes**. Typically, this message will show: "Categorized case, pending MM feedback." Delete that comment and enter coaching/training comments summarizing your discussion with the servicer.
   a. Keep your notations professional and always keep in mind these are visible to the client. Do not go into detail regarding our internal processes.
9. When finished, **change the status from Open (pending) to Closed**
10. Press the **orange >> button** at bottom right to close out the order.
    a. You will have to log out of the site and back into see the changes.

11. Repeat for all orders with issues for that day.