Working Assigned Escalations

- Phone 2 will be expected to work escalations that come in on their phone line in real time. If the work exceeds 15 minutes of devoted time, then the agent should let Back Office handle the remainder of the escalation work. If you're on the phone with the customer, advise the customer someone will reach back out to them regarding the issue.
- Phone 2 agents might also be assigned escalation work by supervisors/team leads as needed to assist company needs.
- Back Office agents will work a queue of escalations in Request Tracker. These originate as both emails from customer or clients and the escalations tickets in DOLI that require follow up.

Acknowledge Escalations Initiated Outside of DOLI

Clients will often email escalated issues to Resolution Care. Customers or the field may also alert us to escalated issues by email. When this happens, it is important to ensure that we start on the path to resolution in a timely manner.

1. If an escalated issue is reported to Back Office via email, the agent who receives the notification acknowledges the escalation within four (4) hours of receipt.
    a. If an NALG associate emails escalations@nalgroup.com reporting a problem, the email administrator for the day performs the following steps:
        i. Check DOLI to see if an escalation has already been opened for the issue.
        ii. If an escalation has not been opened for the issue, open one. If an escalation has already been opened, add the email received into the DOLI notes.
        iii. Respond to the original email sender, cc: escalations@nalgroup.com, acknowledging receipt of the email. Include any additional information you have, and whether you opened an escalation, or one was already open.
        iv. **(Back Office)** Locate the ticket for this escalation in Request Tracker. Notate the ticket and update the status to "working_on."
    b. If a client emails escalations@nalgroup.com to report an issue that needs to be opened as an escalation, the agent working that inbox for the day performs the following steps:
        i. Check DOLI to see if an escalation has already been opened for the issue.
        ii. If an escalation has not been opened for the issue, open one. If an escalation has already been opened, include the email received in the escalation notes.
        iii. Reply to the original email from the escalator, cc: escalations@nalgroup.com, acknowledging receipt of the issue, notification that an escalation has been opened, and confirmation that it is being worked.
        iv. **(Back Office)** Locate the ticket for this escalation in Request Tracker. Notate the ticket and update the status to "working_on."

Contacting with Customer

Agents help customers whose orders are escalated, whether the customer calls in or we need to reach out to the customer. When the agent speaks to the customer, the agent will ask questions to determine the customer's version of events. The agent will then determine the best path to resolving the escalation: apologize, troubleshoot/service call, rescheduling, etc.

Agents working the Request Tracker queue call the customer on the escalation (1st call) **within 24 hours** of NALG receiving the escalation. Phone 1 & Phone 2 agents will receive inbound calls. They will work live with the customer to resolve their escalation whenever possible.

1. When speaking to the customer:
    a. Apologize to the customer for the inconvenience the issue caused.
    b. Review the escalated event with the customer via the *Customer Escalation Investigation Questionnaire*.
        i. Can you recall the name of the servicer who performed your service?
        ii. Please explain what took place during the service appointment.
        iii. Who was present during the service appointment?
        iv. Who signed the servicer's paperwork?
    c. Determine the next step to resolving the issue for the customer (apology, compensation, troubleshoot) and execute that action. (See *Resolution Plan* section of this document.)
    d. Notate all information in the DOLI job notes on the escalated order.
    e. **(Back Office)** Update the ticket in Request Tracker.
    f. If the escalation has been resolved, close the escalation in DOLI.
    g. **(Back Office)** If the escalation has not been resolved, set a call back time and date with the customer.
2. If customer is not available, perform the following steps:
    a. Leave a message and send an email from DOLI informing the customer to contact NALG if there is still an issue with the service.
    b. Notate in the DOLI job notes on the escalated order that the customer has been unresponsive.

Customer Unresponsive

NALG must make two (2) attempts to reach the customer by phone. If the customer does not respond after the last email attempt, agents can close the escalation.

1. Call the customer a third time, and if there is no answer, leave a message stating we are closing the escalation and to call NALG if there is still a problem.
2. Send a follow up email.
3. Close the escalation as:
    a. **Resolved by:** Installs Inc
    b. **Final Responsibility:** Customer
    c. **Final Responsibility Reason:** Unresponsive to Installs Inc.
4. If the customer calls in after the escalation is closed, the agent should only reopen the escalation if the customer is still dissatisfied.

Further Investigation

At times, we will need more information from the servicer who went onsite in order to determine the correct resolution for the customer. When that happens, call the servicer who performed the escalated job. This step is not required but should be utilized as needed.

Anytime you leave a voicemail about an escalation for a servicer, immediately follow up by sending an email to the servicer, outlining the same information you left in the voice message.

If you ask the servicer to take action or provide information at any point in the process, **always set a deadline of no more than 12 hours for follow-up** and notate the deadline in the escalation notes. Be sure to follow up with the servicer if the deadline is not met.

1. If the servicer is available or calls back within 12 business hours, perform the following steps:
   a. Review the escalated event with the servicer via the *Servicer Escalation Investigation Questionnaire*.
      - Who actually went onsite? Can we speak with them?
      - Can you recall and explain what took place during the service appointment?
      - Were there any problems with the product, installation, or customer during the service appointment?
      - Did the customer sign the paperwork?

   b. If the customer is seeking financial compensation for the issue, let the servicer know.
   c. Notate all information in DOLI on the escalated order.
   d. **(Back Office)** Update the ticket in Request Tracker.
   e. Proceed to the Resolution Plan.
2. If the servicer is not available, leave a voice message advising the servicer to call back within 12 business hours regarding an escalation.
   a. If the servicer does not call back within the next 12 business hours, perform the following steps:
      i. Let the servicer's NALG Market Manager know that the company has not responded to contact attempts about the escalation, and that we are moving forward with customer resolution without the servicer's input.
      ii. Document all contact attempts, including emails sent, in the escalation notes.
      iii. Document that the servicer is non-responsive and that you contacted the Market Manager.
      iv. Proceed to the Resolution Plan.

Resolution

The resolution must be offered to the customer within 24-48 hours of first contact with the customer about the escalation. After gathering all necessary information about the escalation, the agent should be able to reach a conclusion about the resolution the customer is seeking. If the customer's desired resolution is still not clear, the agent should ask the customer how they would like the situation resolved.

1. After speaking with all involved parties, the agent determines if the escalation is valid.
   a. **If the escalation is not valid**:

i. Call the customer and inform him/her that we are closing the escalation. Confirm there are no other issues with the service.

Note: You **MUST** contact the customer about the escalation before closing it as “Opened in Error.” You only need to follow up with the client if they were involved in the opening of the escalation.

ii. Close the escalation in DOLI and set the **Resolved by** as **Installs** the **Final Responsibility Reason** as “**Opened in Error**.”

iii. Notate in DOLI the reason the escalation is closed as **Opened in Error**.

b. If the escalation is valid, proceed to the next step.

2. The agents develops a resolution of the customer’s issue.
   - Is a return visit to the customer’s home required?
   - Is additional follow-up needed with the client or other involved parties?
   - Has the customer requested compensation?

*****Compensation should be a last resort if all possible resolutions do not work out for the customer. *****

3. When appropriate, the agent notifies the client of the escalation and the resolution plan before offering the resolution to the customer – examples of times to brief the client would be arraigning exchanges with the client or when the customer is also working with the client to resolve their issues.
4. The agent speaks with the customer apologizes for the inconvenience the issue caused.
5. The agent offers the resolution to the customer.
   a. If the customer does not accept the resolution, develop and offer an alternative solution.
      i. If necessary, that you will review the issue and call them back to discuss an alternate resolution.
      ii. If the customer’s expectations are unclear, ask the customer how they would like the issue to be resolved.
      iii. Consult a Group or Pod Lead if you are unsure of how to resolve the customer’s issue.
   b. If the customer does not respond to call the customer once each day to follow-up, unless the customer has asked us not to call.

   Note: Agent must make three (3) attempts to reach the customer by phone. If the customer does not call back after the third call attempt, Agent can close escalation.
6. The agent takes all necessary action to execute the resolution:
   a. The agent works with our field team to locate alternate coverage.
   b. The agent works with the client to verify product availability.
   c. If a return visit to the customer’s home is required, with the customer on the phone, create and attempt to schedule the troubleshoot/service call order in DOLI.
   d. If an action cannot be performed by the agent, the agent facilitate the action and provides the customer with clear, detailed instructions on how to proceed.
7. The agent assures the customer that the situation has been escalated internally for coaching and future process improvement.
8. If the customer requests compensation and will not be satisfied by other resolution offers, the agents advises that the compensation requests are handled by our management team and that the agent can escalate the request to management for a call back.

   a. The agent opens a **Management Support Escalation** and notates the new escalation with the customer's compensation request.

Never under any circumstances offer compensation to the customer.

9. If the original servicer has been involved in the resolution process, the agent updates the original servicer on the status of the escalation and the final resolution accepted by the customer.
10. Notate all discussions, agreements, and action items on the job in DOLI.
11. **(Back Office)** Update the ticket in Request Tracker.

Escalation Closeout

Once the customer agrees to the resolution plan, the agent can begin the process of closing the escalation. **The agent must make at least three (3) attempts to reach the customer by phone to confirm payment receipt.** If the customer does not call back after the third call attempt, agent can close the escalation.

1. Confirm that the customer is satisfied with the resolution/service.
2. Ensure that all actions are notated in the escalation notes in DOLI.
3. Close the escalation in DOLI.
   - **Resolved by** (Who corrected the issue): Installs Inc.
   - **Final Responsibility** (Who was determined to actually cause the problem): Customer, Installer, Client, or Installs Inc (NALG).
   - **Final Responsibility Reason** (Dynamic based on Final Responsibility selection)
4. If the escalation was initiated by the client, contact the client and inform them of the resolution.

   Note: If the client opened the escalation via DOLI or by email, email the resolution to client; if the client called in the escalation, call them to report the resolution.
5. If the customer calls in after escalation is closed, the agent should only reopen the escalation if the customer is still dis-satisfied.

Troubleshoot/Service Call:

If a troubleshoot is completed and the escalation is not yet closed, the process is different than above. We must make 1 attempt to reach the customer by phone to confirm satisfaction with the resolution. Follow the message below to read to the customer:

Left Message for Customer (Completed Troubleshoot)

Hello. This is ______ calling from CRST Home Solutions for (Customer Name) regarding the issues with your (client) service. We have received word from our servicer that the issue has been resolved. Please call us back if there are any further ongoing issues at 844-225-1844. Our hours are 8:00 AM – 10:00 PM Eastern Standard Time Monday through Saturday and 9:00 AM – 9:00 PM on Sundays. You may refer to job number _______. Thank you for choosing CRST Home Solutions.

If you are unable to contact the customer via phone, you are expected to send an email from escalations@nalgroup.com.

Customer Email Script (Completed Troubleshoot):

Dear Mr. /Ms. ________,

We are contacting you regarding your recent (client) service. We have received word from our servicer that the issue has been resolved. Please call us if there are any further ongoing issues. Our contact number is 844-225-1844. We can be reached 8:00 AM – 10:00 PM Eastern Standard Time Monday through Saturday and 9:00 AM – 9:00 PM on Sundays. Please refer to order number (DOLI Job Number).

Respectfully yours,

(Insert Signature Here)

Note:

- There will be no waiting period for completed troubleshoot escalations. Immediately after the email is sent, you should close the escalation.
- We only use this process when the issue is the same reason for the escalation and troubleshoot.
- The troubleshoot needs to be completed with notes/signed paperwork stating that the issue is resolved.
- If you are unable to reach the customer and the servicer has not updated DOLI to indicate the issue was resolved, you must reach out to the servicer to get the results of the troubleshoot.

Leak Escalation Ticket:

The leak escalation ticket is in the Request Tracker bin for our Resolution Care (RC) team to follow up and to close. Our RC team ensures a call is made on every Leak Escalation ticket after creation. This way, we can cover the gap if an escalation was created by an external user, as well as confirming that any communication by an internal user has not missed any information