



Department:	Service Network Delivery Location: Share Point																
Procedure:	Area Manager Escalation Process																
Sub Process:	N/A																
Preceding Task:	N/A																
Date Issued:	04-19-2019	SOP Reference#	000-003														
Revision Date:	08-12-2021																
Description:	To provide guidelines to the various support teams when escalating a Service Pros' workmanship, conduct, or other service missed commitments to the Area Manager.																
Responsibility:	Service Network Team																
Frequency:	As Needed	Timing	Escalation of Service Pros' service delivery failures.														
Process Steps	<p>Customer Service Team</p> <ul style="list-style-type: none"> Step 1- When a customer reports issues or concerns with a service pro's repair, the customer service agent is required to call the service pro to discuss the customer's concern, seek a resolution, and document the service job with the outcome of their contact. <ul style="list-style-type: none"> ✓ <i>If unable to reach the service pro, the customer service agent must leave a message stating the customer's concern, request the service pro to contact the customer as soon as possible, and leave an explicit note on the service job.</i> Step 2- If the customer calls back 24 hours after Cinch's initial contact attempt with the service pro, the customer service agent must call the service pro to seek a resolution. If the service pro was unavailable, the customer service agent must leave a second voice message and send a Public with Email note explaining the reason for their contact. <p>In addition, the customer service agent must open the corresponding task Exception via ServiceBench directed to the Area Manager to document the service pro's missed commitment, and/or requesting additional assistance in getting a resolution for the customer.</p> <p style="text-align: center;">Exception Legend:</p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>COACH</td> <td>NO WORK</td> </tr> <tr> <td>GREAT SVC</td> <td>PROCESS</td> </tr> <tr> <td>HI COST</td> <td>PROFILE UPDATE</td> </tr> <tr> <td>MISDIAG</td> <td>SP UNRESPONSIVE</td> </tr> <tr> <td>MISSED APPT</td> <td>UNPROFESSIONAL</td> </tr> <tr> <td>NCNS</td> <td>WORKMANSHIP</td> </tr> <tr> <td>NO RESPONSE</td> <td></td> </tr> </table> <ul style="list-style-type: none"> Step 3- The "Admin team" will review the escalation and communicate the issue to the assigned Area Manager via email for additional actions. <p>Note: For potential risk to the customer or service pro please click here</p>			COACH	NO WORK	GREAT SVC	PROCESS	HI COST	PROFILE UPDATE	MISDIAG	SP UNRESPONSIVE	MISSED APPT	UNPROFESSIONAL	NCNS	WORKMANSHIP	NO RESPONSE	
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