asurion

KPI GOALS

- First Time Fix %: >95%
- Failed Further Damage %: <1.7%
- 28-Day Reship %: <1.7%
- NPS: >70
- TAT: <240 minutes

NEED HELP?

Help-Support: Submit Jira ticket

Field Support Line: 866-452-2005

NEED TO KNOW

- Contact Lead within 2 hours of receiving, update lead to "Awaiting Customer".
- Ensure you have a lead for Asurion Mobility customers.
- Collect alternate contact number, and notify customer when repair is complete.
- Provide customer with realistic repair time.
- Always create a Work Order when customer arrives. Do not cancel Leads. (This does not impact SP100)
- If device is unrepairable, update the Work Order with the applicable reason.
- Create a GSX Ticket for repairs on applicable iPhone models.
- Always leave detailed notes throughout the repair process.
- Complete every Work Order.
- Request customer complete survey when returning successfully repaired devices.

Google

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KPI GOALS

- 90% Completion Rate for IW Devices
- 90% of repairs completed Same-Day
- Repairs completed within 2 Business Days
- Google CSAT > 80%

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NEED TO KNOW

- Parts – OEM from distro
- Passwords - NEVER take passwords
- Data backup and Wipe - Factory Data Reset is required for IW, offer to assist. (Suggested for both IW & OW)
- Loaner Devices - Available to an IW Google Customer as needed. Order parts for next-day
- Google Diag App – Required at check-in and out.
    - Diagnostic App accessed from the phone's call dialer.
    - Follow instructions here:

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NEED HELP?

Submit Google Support Ticket

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WORK ORDER

- Work Order Creation - Standard work order flow including G,T,R-code selections and testing with Diagnostic APP:
- IW – By date and no physical Damage (except on 5A if within a year by date)
- OW- Any physical Damage
- IW Repair Declined as BER by Google- Device returned to the customer and Google will provide instructions for exchange. Must have contact Email on the work order .

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SAMSUNG
Authorized Service Center

KPI GOALS

- Long-Term Pending Tickets: 2%
- Bounce: 3%
- NPS: 70
- CMI/CSAT: 91
- Same Day Repair: 95%
- 2 Hour Repair: 90%

NEED TO KNOW

- Parts – OEM from distro (**3rd party parts are prohibited**)
- All or Nothing Repair Policy – All damage must be resolved during repair process
- Capture every repair – Never redirect or reject a customer
- Validate part availability for all leads
- Maintain Fenrir software downloads (binary management)
- Remove Flip & Fold Protective Film for all display related issues
  - Film replacements must always be checked-in as OOW

NEED HELP?

- Jira Samsung Support (HQ)
- ZenDesk (FSS/Samsung Support)
  - Exceptions
  - Repair & Systems Troubleshooting
- Regional Operations Manager (ROM – Samsung Field Manager)

WORK ORDER

- Notate all findings during the repair process including triage steps and additional damage found
- IQC and OQC are required on every mobile repair
  - Run IQC before Work Order creation
- Only attempt On-Site Exchanges after attempting a Motherboard Replacement or if there's a global part shortage
- Inform customers of any TAT changes and when the device is RFP

verizon

KPI GOALS

- 4 hour TAT
- Leads < 2 hour response
- NPS & CSAT score > 70%

NEED TO KNOW

- Only last four of the IMEI on the lead
- Physical/ Liquid damage is out of scope

NEED HELP?

- Unrepairable: Have customer call Verizon 1-800-922-0204 or contact Verizon Field Team Manager
  - (see Verizon Resources Guide on KB)
- Don't send customer back to Verizon store
- For Help- Submit Verizon Support Ticket:

WORK ORDER

- Work order must be created for every EW customer
- Leave detailed notes and select proper VR codes
- If unrepairable process an AE using the Automated Process
- If Automated AE fails, follow Manual Advanced Exchange process outlined on the work order checklist
- Work order must be completed at checkout with the customer