

Sales Support Requests

A Sales Support Request (SSR) is a new method of receiving and tracking requests for sales support. This new process will ensure requests for support get to the correct team faster and provide the requestor status updates along the way. The SSR provides both the requestor and the Operations team member a centralized location for all notes, attachments and status updates specific to that request.

Going forward an SSR will replace tasks for specific support types and requests. The SSR goes into a queue where it will be visible to the entire team responsible for that request, as well as management. The obvious benefit is you no longer have to worry that you assigned a task to someone that is on vacation or out sick that day. Tasks will continue to be used in situations not covered by an SSR and more for what they were designed for which is to be a reminder of when an activity is due or needs to be reviewed rather than a form of communication.

The next section outlines the various type of SSRs and when they should be used. You will notice that these request types and categories mirror the most common types of tasks agents create in the Comcast Control Center (C3) when they need assistance. Using an SSR will save the user some time since the type and category is already prepopulated. The user will still need to provide any additional relevant details for their request and attach any important documents as well. Below the types of requests and categories, you will see instructions on how to create an SSR. You will also find a list of frequently asked questions at the end of this document.

Sales Support Requests Request Types and Request Categories:

Access Request – Request user access to programs or systems. Typically used to get a login for a new C3 user or deactivate a user.

- Additional Access Needed
- Create Access for User(s)
- Deactivate User Request
- Modify Existing User

Activate Partner Account – Used this option to request the activation of a new Partner Account

- Activate Partner Account

Complex Support – Request Sales Support on existing Enterprise/Mid Market opportunities

- Add Site
- Cancel Request
- Configurator
- Escalations (*Not an escalation for the Escalation Desk*)
- Inflight
- Multi-site (*NOT used to submit a New Multi-site*)
- Order Status
- Survey Expedite
- Survey Refresh
- Survey Request
- Other Complex Order Issue

Escalation Desk – Request assistance from the post order acceptance escalation team (AKA Escalation Desk)

- ActiveCore Escalation
- Billing Credit Request
- Billing Issue – Coax
- Billing Issue – Fiber
- Change of Ownership Issues
- Construction Issues – Damage
- Disconnect Request – Coax
- Disconnect Request – Fiber

- ETF Waiver
- Existing Customer – Service Down
- Install Issue – Failed Port
- Install Issue – Installation Dissatisfaction
- Install Issue – Service Down
- Intermittent Internet Connection
- Tax Exemption
- Other Escalation Issue

Locked Location – Request an SMB location be unlocked when locked by another opportunity

- Locked Location

Smart Office – Request SmartOffice contract for a customer

- Smart Office

System Issue – Request assistance on a system issue

- Contract Management Error
- CPQ Error
- Insufficient Privileges Error
- Prequalification Issue
- Unable to Add Site
- Unable to Login
- Other System Issue

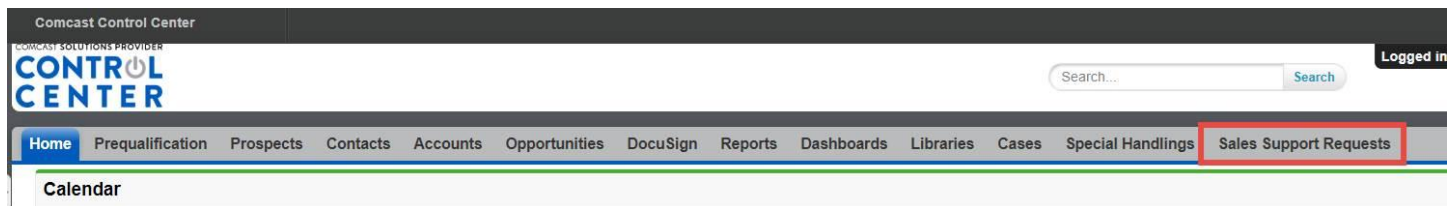
Creating the SSR

An SSR can be created from any of the following four objects in Comcast Control Center (C3):

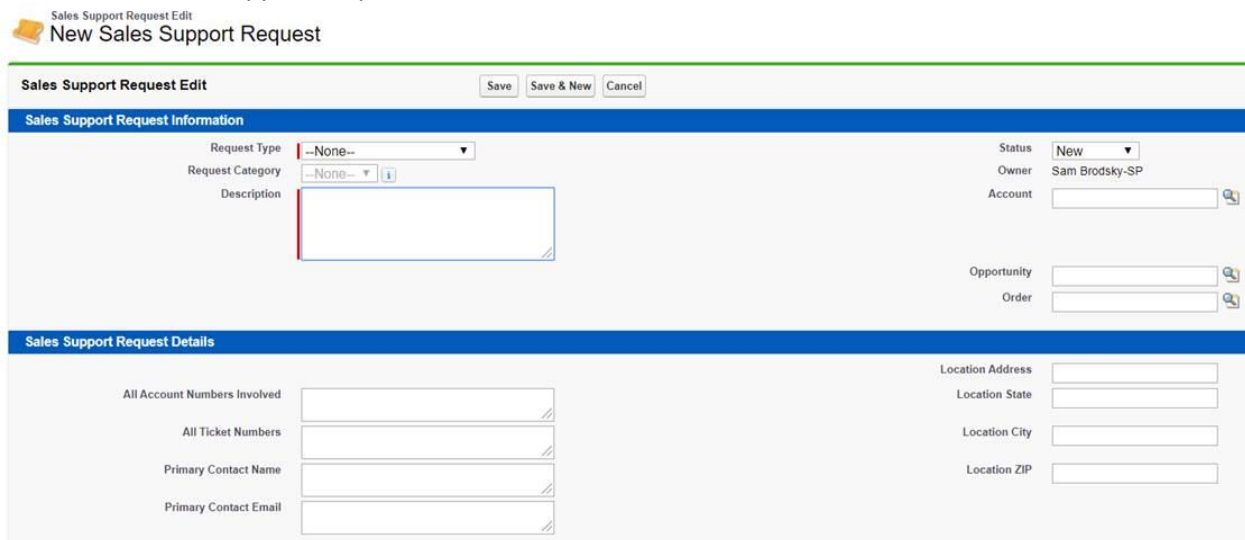
- Account
 - Customer Account or
 - Partner Account
- Parent Opportunity
- Workbench Quote (AKA Child Opportunity)
- Order

The request is created in the same manner and has the same options no matter which object it is created from. How an SSR is created determines how it is routed to the various Operations teams.

1. From the top of the page locate and hover over Sales Support Requests and select New Sales Support Request



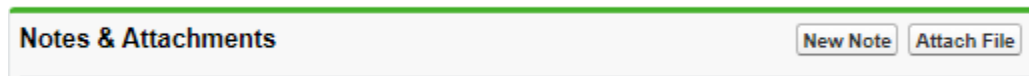
2. Edit the New Sales Support Request.

The image shows the 'New Sales Support Request' form. The form is titled 'Sales Support Request Edit' and has buttons for 'Save', 'Save & New', and 'Cancel'. It is divided into two main sections: 'Sales Support Request Information' and 'Sales Support Request Details'. In the 'Information' section, 'Request Type' and 'Request Category' are dropdown menus with red borders, indicating they are required. 'Description' is a text area with a red border. Other fields include 'Status' (New), 'Owner' (Sam Brodsky-SP), 'Account', 'Opportunity', and 'Order'. In the 'Details' section, there are fields for 'All Account Numbers Involved', 'All Ticket Numbers', 'Primary Contact Name', 'Primary Contact Email', 'Location Address', 'Location State', 'Location City', and 'Location ZIP'.

***Fields indicated in red are required to start the request.

3. Save your SSR

Once you save the SSR, you will have the opportunity to attach any documents to support your request as well as add any notes in the Notes and Attachments section.

The image shows the 'Notes & Attachments' section of the form. It has a title 'Notes & Attachments' and two buttons: 'New Note' and 'Attach File'.


4. Submit your SSR Request.

Just like a Special Handling request, you must change the status of the SSR from **New** to **Submitted**

Sales Support Request Detail

▼ Sales Support Request Information

SSR ID	SSR-05511	Status	New
Request Type	Complex Support	Owner	--None--
Request Category	Cancel Request	Account	TEST
Subject	Cust. Requests to Cancel	Opportunity	New
Description	The customer would like to cancel the order for 1234 Smith Rd Denver, CO 80212	Order	Submitted



Once the request has been submitted, the details of the original request cannot be edited. However, access to the Notes and Attachments field as well as activities and open activities (tasks) will still be available to add any additional paperwork or notes for Sales Support.

Once the request has been submitted, it will be routed according to the selections made in the request to the appropriate team for review and processing.

FAQ

Q. Will I be notified when the request is updated?

A. Yes. The agent will receive an email notification whenever there is a change in the Status field of the request.

Hello,

Your Sales Support Request has been submitted.

Status: Submitted

Request Number: SSR-05511

Request Type: Complex Support

Request Category: Cancel Request

[Link to Record](#)

Hello,

There has been an update on a Sales Support Request.

Status: Complete

Request Number: SSR-05511

Request Type: Complex Support

Request Category: Cancel Request

Support Request Notes:

[Link to Record](#)

Q. Should an SSR be used in place of all tasks?

A. No. An SSR should only be used for the seven Request Types listed above.

Q. When should I create a Task instead of an SSR?

A. Tasks should still be utilized to notify the specific PAC/PSC assigned to your opportunity of any information pertaining to a specific order, including requesting updates that are not reflected in the notes and attachment details of your opportunity. Agents will continue to receive tasks on paperwork rejections and order issues.

Q. What is the benefit of an SSR over a task?

A. There are many!

- ✓ Faster response and resolution time.
- ✓ One central location for all updates and follow up.
- ✓ Higher accountability
- ✓ Ability to be tracked and viewed by Sales Support Leadership for SLA management