How to Obtain Valid Proof of Purchase Documentation for Original Xbox and Xbox 360 Consoles for Tier 2

Target Audience

All Xbox Tier 2 HARDWARE Support Agents

What's Important

By following the process that is outlined in this job aid, tier 2 agents will be able to easily obtain the proof of purchase (PoP) documentation that is needed to resolve disputes about console warranty end dates, incorrect charges, and so on. The process will allow a customer to submit PoP information through e-mail that is attached to the SR. With this, escalation to tier 3 (if needed) will be a lot faster.

What to Do

When an agent creates a PoP request, it will be received by a Tier 2 agent working on SR's in the region's fax/PoP queue. The T2 will verify that the customer needs to provide valid PoP to resolve their issue and will send an email.

The following steps needs to be taken to resolve customer's issue.

1. Verify that the PoP template was used.

2. Verify that the UNC is in the proper format ("PoP needed/<LOB>/<Description>").

3. Verify that PoP documentation is needed based off the notes and issue customer called in about originally

4. Send an email to the customer through CAP.

    a. Choose Email

    b. Apply appropriate template

    c. Send email

5. *Update the UNC as follows PoP sent/<CCID of call Center that escalated>/<LOB>/<Description>*

6. You will then monitor the queue by looking at SRs based upon

    a. "Idle Time" equals a range of 0d0h1m – 1d0h1m (24 hours)

    b. "UNC" similar to "PoP Sent/<CCID>/<LOB>/<Description>"

    c. Creation date equals 24- hours greater than the "Idle Time"

    This allows you to see that an SR has been updated by a customer sending in an email.

7. Use the PoP documentation that the customer provided and determine if customer is eligible for an In-warranty repair/Fulfillment, update to Warranty date, or any other needed PoP based off the information in SR.

    a. Eligibility consists four elements that should have been included by the

customer's documentation

1. Retailer's Name

2. Itemized list and named item needed for resolution: (Xbox360/Controller/Prepaid)

3. Price of the item

4. Date when the item was purchased.

    b. If attachment is not legible and cannot be easily read, send email to the customer stating why we cannot process request. (See appropriate email template)

    c. Choose the reason why we cannot process customer's request, such as "no retail name, no price," etc.

    d. Update the SR and reply to the customer as needed to obtain proper PoP documentation

8. Confirm that this completes the customer's request and resolves the issue.

9. If the customer has not responded within seven days, and the SR shows an idle time greater than seven days, close the SR.

10. If the customer responds after the SR is closed, reopen the SR and continue to resolve the issue.

If customer called in originally and needed a repair or fulfillment, but then disputed the warranty date displayed in CAP, complete the process of repair/fulfillment.

If customer needs a fulfillment please see appropriate email to send instructions on how to resolve their issue.

How to handle invalid requests

If the PoP being requested is not needed to resolve the customer's issue, use the existing tracking methods to use for coaching purposes. If issue still needs to be resolved in some fashion call customer back within 24 hours of escalation.

EMAIL Templates for T2 Fax/PoP team and Follow up email if customer failed the PoP is available in KB961532. Select Email for Pop process A

How to Send Email to Obtain Valid PoP Documentation

Step 1: SR must be in an open status. Select the Open/Edit SR.
Step 2: Select the Mail icon
Step 3: You should see a window appear like this
Step 4: Select the "Apply Template" function.
Step 5: Select the proper template
Step 6: Verify the appropriate template is selected for the proper response to the customer issue and situation.
Step 7: Click Send.

When is it Effective

Immediate

Reference:

How to obtain valid proof-of-purchase documentation for original Xbox and Xbox 360 consoles KB: 961532

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