



JA – Advance Exchange Repair Process Update (Tier 1 HW)

JANUARY 15, 2010

XBOX JOB AID

Target Audience

All Xbox Hardware Tier 1 Agents

Introduction

Advance Exchange or “AE” is a project by Microsoft to give the customer an option to receive a working console before sending a defective one.

Benefits

- Advance exchange gets customers back to playing their favorite games fast. With this option, a customer can have a working console within five days instead of the standard two to three week turnaround time.
- The customer keeps the replacement console. We ask the customer to send us the non-working console (the console that the customer called us about), and we keep that console in exchange.
- The customer doesn't have to use or pay for their own packaging! We send a console in a box, and the customer sends the same box back.

What's Important

Due to the roadblocks present, this was not successfully launched. Our client advised us to adhere to the following conditions in order to make this project a success. Non-compliance will subject for a corrective action under the NCO policy:

- **Rule 45.** Failure to comply with Company procedures, new policies, memos and/or instruction.

What to Do:

1. All Tier 1 agents must **not** offer Advanced Exchange at this time. Only a group of agents in our partner site SGS have authorization to do so as part of a pilot program
2. If a customer calls in because they would like to have the Advanced Exchange option as it was offered to them before, **trust the customer** and **escalate** the call to Tier 2
3. The Tier 2 agent must assist the customer with the Advanced Exchange option and be able to **successfully communicate the benefits** of this program. The only way to achieve this is if all the Tier 2 agents have complete understanding and full confidence of their knowledge around this program.

Frequently Asked Questions:

Q1: The customer has no knowledge of the Advance Exchange process, however, I see that the customer has had previous repairs and is eligible for AE. I try to create a repair, and I see the SKU for Advance Exchange. Should I go through with this process instead? It is giving me the option anyway.

A1: No, you should not proceed with the Advance Exchange process, as only SGS (Sutherland) agents specially trained for this have the authorization to process this type of service. Even if you see the SKU on the Order Management Tool, do not use it. In fact, you should not even inform them that they are eligible for the process. You should not bring up or even proactively offer this as an option to the customer.

Q2: The customer has been made aware that we do have an Advance Exchange process via a friend who had received such a service, and he would like to inquire about it, though he is not asking us to process it. Should I just give him the information that he requires or should I still escalate to Tier 2?

A2: Agent should escalate to Tier 2 for any concerns or questions about the Advance Exchange repair process. Inform the customer that a resolution specialist will be able to provide more information about this process.

Q3: What if the Advance Exchange console does not work or is defective right out of the box?

A3: You need to escalate this concern to Tier 2. They will make the necessary escalations and set the proper expectations to the customer.

When Is It Effective:

Immediately

References:

VKB No. 974174: How to process an Xbox 360 console repair by using Advance Exchange