Target Audience

All Xbox Escalation Agents

Introduction

This Job Aid will be discussing what the process is for an escalation call, how to set the UNC for the Service Request and how to schedule a Call Back.

The Escalation Call Process

a. Tier 2 Agent receives a call from the Tier 1 Agent.
b. Customer’s issue is reviewed by the Tier 2 Agent to determine if the case requires additional troubleshooting or an Escalation.
c. Tier 2 Agent yanks the Service Request to the appropriate Tier 2 Mailbox and takes over the call interaction to discuss the succeeding actions that will be taken to resolve the customer’s issue, which includes escalating the case to the appropriate Support Group (e.g. Tier 3, SCV, etc.).
d. Customer’s expectations will be set for the Resolution Timeframe, based on the information indicated in the VKB Article used to escalate the case (e.g. VKB Article 931798 states that Microsoft T3 will try to unlock the customer’s account within three or four working days, once the customer verifies that their account has been updated, accordingly).
e. Tier 2 Agent creates a Child Service Request (when applicable) – according to the instructions indicated in the VKB Article used to address the customer’s issue – using Microsoft’s Standard Documentation Template for Escalation and UNC Coding (when applicable).
f. Child Service Request (if created) is transferred to the appropriate Escalation Mailbox (e.g. Fax, Tier 3, etc.) and saves the ticket in OPEN Status.
g. Tier 2 Agent documents the following information in the Parent Service Request and informs the customer that an Initial Callback will be made within 3-5 Business Days to provide updates on the case that will be escalated (NOTE: This procedure DOES NOT APPLY for Fax Escalations):

**PREFERRED CONTACT SUMMARY**

Customer’s Name:
Preferred Contact Number:
Preferred Callback Timeframe:
Customer’s Timezone:
Contact Email Address:

h. Tier 2 Agent schedules the Initial Callback in the Parent Service Request, according to the customer’s Preferred Contact Information – within the 3-5 Business Days Timeframe – and puts the PREFERRED CONTACT SUMMARY in the Callback Notes (NOTE: This procedure DOES NOT APPLY for Fax Escalations).
i. **Parent Service Request** is coded to the appropriate Universal Naming Convention (UNC) then saved in OPEN Status to initiate Case Monitoring.
j. Tier 2 Agent provides customer with a Brief Summary of the Action Taken during the Support Interaction and gives the **Parent Service Request Number** as reference, before ending the Call Interaction.

### Setting the UNC Code in Service Requests

XBox Tier 2 Support Agents are expected to code Service Requests according to the appropriate UNC to ensure that ALL Escalated Customer Issues are properly managed in the Tier 2 Bins. Shown below is the list of UNC Codes that will help Tier 2 Agents in setting Service Requests, with Active Escalation, either for Case Monitoring or Callback:

#### Standard UNC Coding Format

*Prefix: Timezone | CCID | EN\AOC \Identifier \Escalation Type - Issue Description/Fax Document Required*

Example:

- **Contact Needed:** EST | NCO Que | EN\AOC | CCS | Tier 3 - Account Unlock Request

#### “Escalation Type” Codes

- **Tier 3 Escalation** - **Tier 3**
- **SCV Escalation** - **SCV Bug #**
- **Fax Escalation** - **Fax Pending** (DOES NOT REQUIRE an Initial Callback)
- **Supervisor Request Calls** - **ATTN TL/TM Escalation TL/TM’s Name**

#### UNC “Prefix” Codes

- **ICB** - Callback Set for Initial Customer Contact
  - (NOTE: This code does not apply for Fax Escalations)
- **CSR** - Case is Pending Resolution
  - (NOTE: This code does not apply for Fax Escalations)
- **Contact Needed** - Resolution/Update is Available and Requires Customer Contact
- **CB#** - Number of Callback Attempts Made to Deliver the Resolution to the Customer.
- **Done** - Ticket is CLOSED as Resolution was Delivered to the Customer via Successful Callback.
- **Failed** - Ticket is CLOSED due to Unsuccessful Callback Attempts (Callback Model).

#### UNC “Identifier” Codes

- **Non-Repair** - This is to indicate that the Escalation has an Active Repair Order (for Hardware-Related Issues ONLY).
- **CCS** - Means that the customer contacted support to follow up on an Active Escalation.
- **CCF** - Indicates that the call was received from a CCF Agent (if applicable).

### Scheduling Callbacks

The following procedure is set to ensure consistency in Setting Up Callbacks for Escalated Cases on **Parent Service Requests** (NOTE: This procedure DOES NOT APPLY for Fax Escalations):

- a. Ensure that a Child Service Request is created and saved OPEN to the appropriate Tier 3 Mailbox (if applicable). No Child Service Request is required for SCV Escalations
- b. Code the **(Parent) Service Request**’s Subject Line to the appropriate UNC Format
c. Schedule a Callback by clicking on the Schedule Callback icon or by using the CAP shortcut key, Ctrl+Shift+S

d. Set the Callback Date according to the expectations given to the customer

e. Set the Start and End Time according to the customer’s Preferred Callback Timeframe

f. Set the Timezone according to the customer’s location

g. Set the Country according to the customer’s location

h. Indicate the customer’s Primary Contact Phone Number in the Phone Number field

i. Indicate the customer’s Preferred Contact Information in the Notes field

j. Make sure that the Parent Service Request is set to the appropriate Tier 2 Mailbox

k. Save the Parent Service Request in OPEN Status

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IMPORTANT: Callbacks should be scheduled ONLY on Parent Service Requests that are saved in the Tier 2 Mailbox, with a 4-Hour Timeframe (e.g. 1:00 PM to 5:00 PM, 5:00 PM to 9:00 PM, 9:00 AM to 1:00 PM, 11:00 AM to 3:00 PM etc.) between 9:00 AM to 9:00 PM (Eastern Time). Also note that Callbacks SHOULD NOT BE SET on Fax Escalations.

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When is it Effective

Immediately

Code: C@LLB@CK