Press Release

Team Issue Reporting Provides Quick and Effective Issue Resolution for Learners
The ability to easily report, notify, and act on trouble tickets or project submissions is now live for The team's queues, providing Customer Service Associates with high quality, always up-to-date training.

SEATTLE [10-Aug-2021] – The team announced the launch of its newest issue tracking and reporting mechanisms for customer service training. This solution provides automated insights on issue creation and resolution, SLA adherence, and overall intake health.

Previously, the team had intake processes for new projects and trouble tickets[1], but no standard way to automatically track and report on scoping, progress, or resolutions. The team relied on multiple emails, quips, and reports to manually pull information required.

The team now has automated reporting and notifications to give real-time views of the open and resolved queue items for the team. This allows issues to be recognized and assigned within standard SLA timeframes[2], manage the workload across The team resources, and view the current number of issues resolved and in progress at any given time period. See the FAQs for specific use cases identified in this solution.

This solution uses PMO, PMO-T, Trouble Ticket Auto-Rules, Auto-PMO, and Outlook rules to accomplish its goals. From this, the team is able to quantify major data points, such as incoming issues, resolved issues, SLA adherence, and open issues, at regular intervals and on demand.

The team is also notified when issues pass at "at risk" threshold based on response times, upcoming deadlines, or missing The team owner. After resolution, the team can view the relative number of issues resolved by various means, including training updates, monitoring of performance, or backlog for future consideration.

Shannon, Senior Program Manager for the team, said, "With this process, I am able to report concisely in our MBRs and QBRs on the overall health of our intake process. It allows me to quickly see data so I can state with certainty that we are processing their requests efficiently and to high quality."

For our stakeholders, they now have visibility into the status and results of all issues they submit to improve the the team Global training experience, and feel their voices are always heard. Even on issues that are not immediately resolved, there is confidence that our team is effectively considering and prioritizing their requests in a way that is optimal for our learners and customers worldwide.

Training teams and learners using the global content now have full confidence that the training is updated and accurate. This ensures CSAs receive consistent guidance to give our customers the best Customer Service experience.

"Before I would submit an issue, but would have to look through my emails to find the link and check in on its status. Now, I can rest assured that anytime I submit an issue, it will be addressed quickly, and I'll know exactly what is happening every step of the way until it is complete." said Anna, a senior training manager from the EU.

If you have any questions, please reach out to your normal The team point of contact.

You can learn more about the The team issue reporting strategy at http://www.linktoprocess.com.

[1] Insert citation link for company
[2] Insert link to tool/group

FAQs

Customer FAQs

1. **How can I submit an issue to The team?**
   <Insert Link Here>
2. **Where can I go to see my open issues?**
   a. Trouble tickets
   b. PMO tool projects
3. **What are your SLAs for initial response?**
   a. Sev-3: 24 hours (excluding weekends/holidays)
   b. Sev-4/5: 72 hours (excluding weekends/holidays)
4. **Where can I see reports and data on your intake?**
   TBD links and tools

Internal Team FAQs

1. **What are the use cases included in this strategy?**
   As a Learning Leader, I need to know:
   a. How quickly requests are coming in and if we have appropriate resources to meet the requests
   b. We are meeting our stakeholders needs with quick response times that provide concise, relevant, and complete information using a towards culture
   c. When something is going wrong in our PMO processes
      i. At risk of meeting deadlines
      ii. Slow response times
      a. Overdue
   d. Any red flags surfacing
      iii. Is there a certain ID that is an outlier in PMO processing?
      iv. Are there certain areas that are driving a disproportionate amount of PMOs?
   e. Overall summary information to report out concisely in MBR/QBR on the overall health of our intake process
   f. The data that gives stakeholders certainty that we are processing their requests efficiently and to high quality

   As a manager of ID, I need to know:
   a. When new issues arrive in our queue
   b. How to view a dashboard view or report of all PMOs assigned to my team with status and due date
   c. When any issue in the queue becomes "at risk"
   d. Overall data on the number of items received, in flight, and resolved for a given time period

   As an individual contributor, I need to know:
   a. Issues that are assigned to me
   b. When an issue assigned or in my area of ownership moves into "at risk" status
   c. An overview of the general health of queue items assigned to me
   d. If there are any unassigned items ready for me to claim

2. **How can I suggest improvements to the process?**
   Email or IM Jason Thomas

END