Agent Nesting Area Team

Nesting

Manual

Content

Introduction

Agent Nesting Area Team

The Agent Nesting Area Team is a newly designed platform developed by the CXG Training Team. The ANAT is a designated area where new and returning agents are positioned after their training class has ended. This system allows for new and returning agents to prepare for the live environment of the CXG call center. During this week long process, the new and returning agents whom just completed training will enter a mock environment of the Teleperformance Call Center performing "day-to-day" routines in which are also performed by the existing agents of the CXG team. Within this time frame, the agents will cover the following:

- Review materials discussed during training
- Apply CXG applications
  A. Salesforce
  B. MPD
  C. SAT
  D. Application Links
  E. CXG Quick Links Support Tools
- Process product related mock cases within Salesforce which are prepared for the staging environment
- Process product related phone calls
- Process live emails as assigned by the Supervisor
- Perform product related activities which are associated with the agent's skill level and the product group
- Receive assistance from the SME's or Supervisors whose object is to provide understanding regarding case reviews, QM scoring, training materials, and applications

Salesforce

In this section of the manual, you will find a refresher for the use of Salesforce and mock phone call flow.

Salesforce Cheat Sheet

Case Creation

A case is a description of a customer's feedback, problem, or question. We use cases to track and solve customer issues. Cases are created for every problem, issue, or call the customer has with a McGraw-Hill Product.

If you receive a call on a case that you do not support, you will need to create a contact for the customer but you **will not** need to create a case, and transfer it to the correct department; which is covered in Avaya Training Module.

In this topic, you will learn how to:

- The difference between Phone and Self-Service cases
- How to Create a case
- How to properly document your case
- And how to clone an existing case

Examples of cases you will be creating:

- "Customer cannot log into a Website"
- "Customer is receiving an error message" or
- "Customer needs to know how to view content"

There are two types of cases: **Phone** cases and **Self-Service** cases

1. **Phone Cases** are manually created by you, the agent, upon receiving a phone call. These cases require you to fill in all information manually.

2. **Self-Service Cases** are cases that come into the call center when a customer reports an issue on our Support Website: www.mhhe.com/support

These issues are reported to queues that have been set up in Salesforce. The queues for the products you have been assigned should be reviewed between phone calls to ensure that all customer requests are addressed in a timely manner.

The details of Self-Service cases will be pre-populated based on what the customer enters in our form.

It is important to remember that the first point of communication for customers who submit case issues to our department via Self-Service is by email. However in some cases you may need to contact customers by phone, but only after your first attempt has been via email. This rule does not apply to cases that originated via phone.

How to Create a Case

To create a new case, click the '**New Case**' button displayed in the '**Cases**' section, after the contact for the customer has been created as shown in the previous module. After clicking New Case, you will be prompted to fill out the following fields:

Contact Name: The name of the customer from the contact record will automatically populate. Be sure that the customer the case is under is the person experiencing the issue.

Contact Type: This field identifies the education status of the customer. Any McGraw-Hill employees should be marked as MH-Internal. If a school's IT Staff or Coordinator is calling, be sure to mark the Contact Type as Administrator.

Case Owner: This field is for the agent in charge of the case. Any case that you create will automatically be assigned to you. This field indicates who is currently working on this case.

Status: This field is used to easily track the state of a case at any given time. The status will default to "**New**" when the case is initially created indicating that this case has not been reviewed yet. This status should be changed to "**In Progress**" as soon as you begin filling out the case. If you request more information from the customer, you will need to set the status to "**Pending Communication**". Once you have confirmed that the request has been successfully addressed and communicated to the customer, you can

close the case which will automatically change its status to "**Closed**". Closing a case will be reviewed in a later module. You will need to make sure the status reflects the state of the case.

NOTE: If an issue has been determined as a 'Global Issue', an update will be provided via CCMS and entered into **CXG Updates**. Please review CXG Updates to retrieve information necessary for properly handling your case (i.e., parent case #, work around, etc.) If the parent case has been escalated, your (child) case should have the parent case # in the proper field and the status should show '**Escalated**,' and notes should be documented in case).

If there is no parent case, the status of all escalated cases should be '**In Progress**'.

Business Hours: This is automatically populated and should always be set to **MHHE Product Support (CARE).**

Case Origin: This field indicates how the case originated. For example, if the case was submitted via the support form, you should keep the case origin as 'self-service' and should not be changed even when you need to contact the customer by phone for more information. If you receive a phone call, you should set the origin to '**Phone'**.

Priority: Will automatically populate as '**medium**'. The use of this field will depend on your team's needs.

Parent Case: We often use this field to keep track of reports of the same issue from multiple customers. For example, if there is a class wide issue with a specific assignment which is affecting multiple students, we will use a parent case to track any reports of said issue received by these students and their instructor. This helps us communicate any updates or resolutions to each customer who is affected. This also allows us to gauge the impact of widespread issues.

If the new case you are creating is related to a previously closed case we will also use the parent case field and enter the number for the previously closed case.

Keep in mind that you will need to add the related case number in the parent case field when a customer calls about an issue that was previously reported in another case.
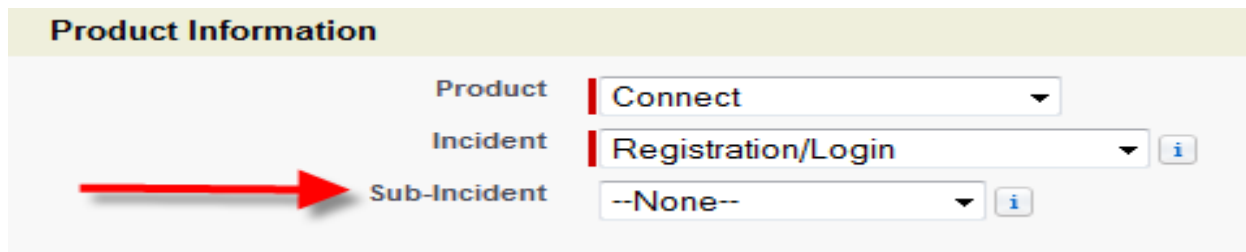
We will cover this in more detail during your product training.

Product Information Section

Product: This field should match the product that the customer is calling about.

Incident: this could be the reason or feature the customer is calling or emailing about (i.e., the issue).

> **Sub-Incident**: If this field is not grayed out when you select the incident, you will need to further define the problem by selecting a sub-incident. An incident MUST be selected if it is enabled or points will be deducted from your quality monitoring score. (See example below)

Other Product Name: This field is used when you have chosen 'Other Product' in the Product field. You will need to document the name of the product in this field.

You will only use this if the product the customer is referring to is not already listed in the Product drop-down list.

Version: This is used to drill down on which specific version of the product a customer is using. You should select the Product's Version or Discipline the customer is using.

For example, if they are using SimNet 2010, you will choose the Product SimNet and select 2010 from the Version list.

If the customer is using Connect with an Accounting textbook, you will choose Accounting from the Version list.

URL/Website Address: Should be the Website address of the product the customer is calling or emailing about. Some products have unique web addresses associated with specific classes. You must enter the specific section website address for these products,

not the generic website address. You will learn which products have these specific website addresses during your product training.

Book Information (**NOTE**: If customer does not provide details, agent MUST document case comments as such)

As a publishing company, it is imperative that we track which textbooks are being used. Each McGraw-Hill title has a unique identification number called an ISBN (International Standard Book Number). You will track this information here.

MHE Product *(ISBN)*: This will list the Author, Title, Edition and ISBN of the customer's textbook. All book information will populate once you enter an asterisk (*****) and the "**13 digit ISBN**". Once the ISBN is entered and saved, the corresponding book information will populate for you.

CARE ISBN: This is typically used with the CD Archive field, the ISBN to the CD is documented in this field.

CD ARCHIVE *(ONLY FOR THOSE WHO SUPPORT CD/DVDs)*: This field allows us to locate CD titles from an archive stored within Salesforce. You will not use this field if you do not support CD and DVDs.

IMPRINT: This is determined by the textbook the customer is using. You will need to determine the imprint of the book.

There are five imprints used in our company. They are:

- Business and Economic (B&E)
- Career
- History, Social Sciences, and Languages (HSSL)
- Science, Engineering, and Math (SEM)
- McGraw-Hill Online (MHOL)

You will determine the imprint of a text by referencing MPD.

<div align="center">

Details Section

</div>

This section is generally used by a Triage Team member within our group for various reasons.

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Description Information Section

</div>

Subject: Should specify the abbreviation of the product and brief description of the issue. *For example......*

- A **Connect** Assignment Issue could be (CNT: Cannot open HW 5)
- A **CREATE** Login Issue could be (CRE: Forgot username)
- A **Keyboarding** Issue could be (GDP 11: Locating correct Website)
- A **Mathzone** Issue could be (MZ: Problems with registration: Section Enrollment Code)

You will be provided the acronyms for all your products during your product training.

External Case Description: Customer details and description of issues are located in this section of '**Self Service**' cases. For example, when a customer sends an email to our department, the email is routed to a queue, and the details within the case are located this section. You will need to fill in the missing fields with the information provided by the customer. This field will be unavailable when a case is manually created.

Description: Explain what is wrong and use complete sentences and correct punctuation with capital letters where needed. This should be more detailed than your Subject field.

Case Resolution: Should summarize the resolution (e.g., The assignment issue has been resolved) and should only be filled in when the case is Closed. If the status of the case is anything other than closed, this field should be left blank.

After you have filled in all the required fields, be sure to hit the **Save** button at the bottom of the page. This will save all your entries and generate a case number for the customer's request.

Case Comments Section

Case Comments are used to add more details surrounding the customer's issue or question. All cases must have a case comment providing details on what you did to resolve the issue.

Note: Notes should be in your case prior to requesting and submitting a floor help request.

The Case Comments section allows you to create a comment within a case or review existing comments regarding a case. Details about the associated case and all of its previous comments are displayed in the Case Comments section.

Here, you will need to document the steps that were taken to resolve the problem. As an agent I would write that I was able to reproduce the problem along with the steps I took to do so.

I will also note why the problem is occurring as well as any communication I have with the customer. For example, I will note 'attempted to call customer and left voicemail' or 'emailed customer for a screenshot of the error message for their assignment issue'.

Be sure to click save once you are done to post your comment.

Articles

This section will show you any article that you attach to your case. You will receive more information on the importance of solutions and how they can help you resolve customer issues, in the next module.

Please remember that before you create a new case you need to review the current contact's cases to see if the call or issue relates to a case that is currently open and waiting for more information or one that is closed. If the customer has a case number regarding their issue and the case is open, you will need to take ownership of that case.

To do this:

- Click on the case number from the case listing
- Select '**Change**' in the case owner field
- Enter your name in the search box. Your name should populate as you type it within this field.
- Select your name
- Click on the '**Save**' button

You will notice the case is now in your name.

Cloning a Case

If the case number the customer has is closed, but related to the current issue, you will need to clone the case and add the previous case number as the '**Parent Case**' of the one that you create. We **DO NOT RE-OPEN** closed cases!

To clone a case,

- Click on the '**Clone**' button from within the case
  - o Some of the information from the previous case will populate, as the case is in edit mode.
- Remove information that is not specific to your call
- Enter the details the customer is reporting (i.e., All sections requiring information should be filled)
- Be sure to enter the '**Parent** (previous) **Case**' number in the field to connect the two cases
- Once you have detailed the case specific to the call, click '**Save**'

Remember, if the customer calls in or sends an email on a closed case, you should use the 'Clone' feature and be sure to put the old case number in the Parent Case field of the newly created case.

ADDENDUM A

Sample Call Script

Scenario: 1) When no contact has been previously created.

Rep: "Thank you for calling the Customer Experience Group. My name is Bob; may I have   your email address please?"

Customer: "Hi Bob, my email address is marrio.dunbarty@kennedy.org

Rep: "Thank you ! Let me search to see if I can locate a profile for you." I am unable to find a profile for you. Have you ever called the Customer Experience Group?

Customer: "No, I haven't!"

Rep: "That's okay, may I have your first and last name please?"

Customer: "Sure, my first name is Marrio and my last name is Dunbarty."

Rep: "Are you a student or instructor?"

Customer: "Instructor"

Rep: "Thank you, professor! What school do you teach at Professor Dunbarty?"

Customer: "Kennedy-King College"

Rep: "Great, may I have a phone number where you can be reached in case this call is disconnected?"

Customer: "Sure, my phone number is 630-789-0000."

Rep: Good! Which department do you teach in?

Customer: Biology

Rep: Great! I'm saving your Customer Record now.

Scenario: 2) When you search for and find a contact that has been created already.

Rep: "Thank you for calling the Customer Experience Group. My name is Bob; may I have   your email address please?"

Customer: "Hi Bob, my email address is mark.dunbar@kennedy.org

Rep: "Great! Let me search to see if I can locate a profile for you." I was able to find your profile. You are a professor, correct?

Customer: "Yes, I am!"

Rep: "Good. I show your phone number as 773.723.2420, is this correct?"

Customer: "It is correct, Bob."

Rep: "I also show a school number….. 773.602.5000, is this number correct?"

Customer: "Yes, it is!"

Rep: Are you still teaching in the (Name of Dept) Business Dept?

Customer: "Yes, I am!"

Rep: "Great! Now that I have confirmed your profile details, how may I assist you today?"

Master Product Database - MPD

OVERVIEW

This application is used for maintaining infomation about The McGraw-Hill Company products. This information can be used for reports, the internet pages, sales resource manual, and catalogs.

Objective

This training material has been developed to assist CARE representatives and/or existing representatives needing additional knowledge about the Master Product Database.

Once this training is complete, the CARE representative will obtain a solid understanding of the Master Product Database.

ACESSING THE MASTER PRODUCT DATABASE (MPD)

To access the Master product Database, you are required to enter your McGraw-Hill Intranet Username and Password in the following URL which gives you the following screen shot:
http://mhe-mpd-app1/NASApp/mpd/LoginServlet

Master Product Database

| Products | Related Products | Authors | Reports | Search | My MPD | Log out |

Find by...   ISBN 0073125040 (go)   Author Last Name   Title   Division   (go)

0073125040   INVEST CD T/A ...

General Info
- Authors
- Product
- Staff Contacts
- Selling Country Overrides

Editorial Info
- Online Sites
- Setup
- Table of Contents

Marketing Info
- All Text by Division
- All Text by Type
- Competition
- DOI Setup
- eBook Setup
- Features
- Media Reviews
- Sales Strategy
- Setup
- Subject Categories

Sales Info
- Prices

Production Info
- Inventory
- Manufacturing
- Software

Other Info
- Preview WWW
- ONIX

0073125040   MHHE
Primary Source Investigator CD © 2007
Authors: Brinkley, Alan

add to MY MPD   ?

General Info: Product

Dates   Manufacturing   Market   Publish Flags   Status   Restrictions

Status: IP-ACTIVE - IN PUBLICATION - ACTIVE
Price: USD 23.75 (List Price)
Discount Class: US-CG - COLLEGE
Format: -
Stat Sponsor: HISTORY
Division: MHHE
Pub. Date: 12/02/2005 (Actual)
Revision Cycle:
Imprint: McGraw-Hill College
Catalog Page:
Catalog Name:
Catalog Pub Dt:

Short title: INVEST CD T/A AMERICAN HISTORY
Series:
Volume:
Volume Part Number:
Edition: 12
Edition Description:
Previous ISBN: 0072936711
Next ISBN:
Lead Author: BRINKLEY
Mail List Code:

400 wide - cover image
75 wide - cover image
amazon.com
bn.com
MHP Online Bookstore

Sub Title:
Swap ISBN:
Swap Code: -
EAN: 9780073125046
UPC:
DOI:
Registration Date:
United States Quantity Available: 22208
As of: 02-MAY-07
GTP Operating Unit : 000 - MHE_ITEM_MASTER
Owning Country : US - United States

OK to Publish - MHHE
Internally: Yes
Externally: No
McGraw-Hill Only: No
Primis Content Center - No
Ok to Cross Market

Rights & Permissions
Distribution (Selling) Rights: 553 - US and Canada
Translation Rights: ALN - All Languages
Language of Text: English
Pub Country:
Publisher:
Published by MH

Pocket Pub Notes:
Additional details begin here. Or, click a menu option or folder tab for more information.

Status

Source	Status	Last Change
MPD	Active, In-Print	12/02/2005
Order System	IN PUBLICATION - ACTIVE	12/02/2005
Project Status	Not Available	Not Available

McGraw Hill **Education**   *Your Learning Partner*
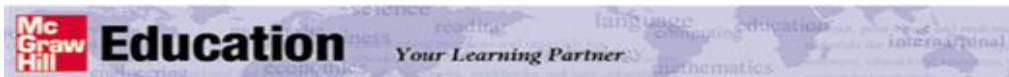
Master Product Database
Version 3.521

Welcome. Please sign in.

(Please note Username and Password are the same as your intranet Username and Password.)

Username :
Password :

Login

Note: Be sure to use your
Intranet Username and Password
to login into MPD

McGraw Hill   Connect Learn Succeed

PRODUCT INFORMATION

The Search Tabs located on the top of the home page allows you to find information by clicking on the following: **Products – Related Products – Authors – Reports – Search – My MPD**. The color of the Find by... bar will change to reflect the corresponding search tab. e.g. Products – Blue, Author – Red, Search – Green,... e.t.c

PRODUCT LOOKUP

To look up a Product, enter the ISBN of the product and hit the link/button for a detailed description of the product/title.

GENERAL INFO

You will be able to view all of the following fields after completing a search by ISBN, Author's Last name or Title:


```
0072509783    MHHE
Physical Science © 2005
Authors:  Tillery, Bill
```

General Info: Product

Dates   Manufacturing   Market   Publish Flags   Status   Restrictions

① **Status:** OP - OUT OF PUBLICATION	⑦ **Short Title:** PHYSICAL SCIENCE
(Not Available Individually)	Series:
② **Price:** USD 121.56 (List Price)	Volume:
Discount Class: US-CG - COLLEGE	Volume Part Number:
Format: P - Print	⑧ **Edition:** 6
Stat Sponsor: PHYSICS	Edition Description:
③ **Division:** MHHE	⑨ **Previous ISBN:** 0072414944
④ **Pub. Date:** 01/16/2004 *(Actual)*	⑩ **Next ISBN:** 0073049921
Revision Cycle:	⑪ **Lead Author:** TILLERY
⑤ **Imprint: WCB/McGraw-Hill**	Mail List Code:
Catalog Page:	
Catalog Name:	
Catalog Pub Dt:	

From the diagram above, you can see the following numbered items:

- *(1) Status*: - Tells you if this product is still available/in publication, Cancelled or Out of Print.

- *(2) Price*: - This gives a list price of this product.

- *(3) Division*: - This gives you the division this product belongs to.

- *(4) Pub Date*: - Gives publication date of product, the word Actual sometimes in parenthesis.

- *(5) Imprint*: - Refers to the brand name under which a product is published (McGraw-Hill)

- *(6) Swap ISBN*: - Sometimes used if a product has multiple ISBN giving it multiple attributes.

- *(7) Short Title*: - This gives a brief description of the product with which it can be referred to.

(8) *Edition*: - This gives the edition of the Product.

(9) *Previous ISBN*: - This refers to the ISBN of a previous Edition to the one being searched.

(10) *Next ISBN*: - This refers to the ISBN of the next edition.

(11) *Lead Author*: - This gives the name of the lead author of the product.

ONLINE LEARNING CENTER LINK

From the left hand side of the screen, you can access other product details like the General Info section with *Authors* and *Staff contacts* links among other things. Also, under the Editorial Info section from the left hand side of window, you have the Online sites link.

Click on the *Online sites* link under the Editorial section.

This give you links to online sites corresponding to this product and takes you to the Online Learning Center for this material.

RELATED PRODUCTS (BLUE TAB)

1. To see Related Products info, you must choose a product first. Click on any blue ISBN to see its General Info Product screen, and then click the Related Products tab.

2. At the top of the left navigation bar, you will see the ISBN for the base Product (for which you are viewing the Related Products).

3. If the base Product is a part of a Package or Combo, is a component, or is a supplement or has supplements, you will see a list of the related products on this page.

4. If you have update capabilities, you will also see an Add a Core (or) Supplement and Remove a Core (or) Supplement buttons. Click on these buttons to perform these functions. The screens displayed will include a search tab so you can find a Core or Supplement even if you do not know its ISBN.

SEARCH (GREEN TAB)

To search for a product using the Search function of the MPD Application, click on the *Search* (green) tab to get the following screen. You can 'construct your search' using Title keyword(s), Author Last/First Name, Author ID, Edition, Copyright year.

QUICK SEARCH

1. Quick-search for an ISBN on any tab in the MPD (except the Reports tab) using the text boxes just under the tabs. Just type the ISBN in the appropriate box and hit Enter or click goes. Other search options offered in these top search bars are context-sensitive based on the tab; for example, on the Authors tab you can search by Author Number.

3. When you first enter the MPD, you will be at the Advanced Search screen. To return to Advanced Search, click on the Search tab from anywhere in the MPD. If you have already done a search in this session, clicking on the Search tab brings you back to the search results for the last search that you did. (To start a brand new advanced search, click on the Advanced Search link in the left navigation bar).

Note:

- Title always means an 'exact phrase' found in the title: for example, searching on "Algebra and" will find the title Algebra and Geometry, but searching on "Algebra Geometry" will not.
- Searches are NOT Boolean – you cannot use AND, OR, NOT in any text field to combine terms.
- There are two text fields for Author – the one to the left is for the author's last name. You do not need to supply an author's first name.
- You can select more than one Division or Status: Hold the Control key down and click on additional entries, or click on one entry and Shift-click on another to select all entries between those two.
- Searches are not case-sensitive.

The numbered items from *(1)* through *(6)* have previously been explained, the last item *(7)* which is the ***Product Usage***: - Tells you what that particular product is used for.

- You can SAVE your searches! At the bottom of the search results page, click on the Save this Query button. A new window will pop up, and you can give this search a name and a short description. Click on the Save button, and the save will be confirmed. You can find the search on the My MPD page as a link with that name in the left navigation bar. You can run the same search again anytime you want to get updated results.

- If you can't find a book you expected to find with your search:

Don't use Advanced Search unless you have to - if you are just searching on an Author name or Title phrase, the Quick-search bars are easier to use, since they won't add any default options (like In Print or Product is Core or a Division) to your search.

Remember a search is trying to match ALL the search terms you provide, so you can increase the number of results by removing a search term. If you entered both an author name and title phrase, try using a shorter phrase or only one word from the title.

Instead of the Specify division check box, try checking the All Divisions check box (on the Advanced Search screen).

MPD Terminology	
ISBN	International Standard Book Number: This number appears in a 13 or 9 digit format and identifies the product and the Publisher.
OLC	Online Learning Center: Companion web site which correlates' with a text book.
Supplements	Supplemental Materials are "desktop" materials that coincide with a text book. Examples are: Workbooks, Lab Manuals, DVD's, etc.
Related Products	Related Products can be: Desktop material, digital material and eBooks
Core Product	The core Product is the Main Text book.
Status	Status denotes the "current" status of a product. Ex: Out of Print, Active, Inactive, etc.
Imprints:	
BE	Business and Economics
Career	Career titles
HSSL	Humanities, Social Sciences, and Languages
SEM	Science, Engineering and Math
Divisions:	
MHHE	McGraw-Hill Higher Education
PCP	Primis Custom Publication
PBG	Professional Book Group
SSG	School Solutions Group

Terminology	
Divisions:	
Acronym	**Name**
MHHE	McGraw-Hill Higher Education
PCP	Primis Custom Publication
PBG	Professional Book Group
SSG	School Solutions Group

Support Admin Tool - SAT

I. **What is the Support Admin Tool**
   a. The Support Admin Tool is an application which incorporates multiple applications in order to serve as the CARE teams' one stop support tool.
   b. Applications available within the Support Tool
      i. Purchase Audit Tool
      ii. User Management Tool
      iii. Code Generation Tool
      iv. Claim Code Search Tool
   c. Getting Started
      i. The Agent can access the Support Admin Tool by accessing the following URL:
         1. http://paris.mcgraw-hill.com/parisAdminTool/login.html
         2. The user should log in by using their Intranet user name and password
      ii. When accessing the site, the user would be able to access the applications listed above.

II. **Purchase Audit Tool**
   a. The Purchase Audit Tool application allows the user to locate customer purchase information based on a purchase through PARIS.
   b. This allows the user to determine if the customer's purchase was authorized through PARIS
   c. How to locate a customer utilizing the application?
      i. User ID
      ii. Email Address
      iii. User Name
      iv. Order Number
      v. ISBN
      vi. eCommerce ISBN
      vii. Registration Code
   d. After locating the purchasing information, the Purchase Audit Tool will provide the following information:
      i. Order Details
         1. Order Number
         2. Claim Code
         3. ISBN
         4. eCommerce ISBN
         5. Title/Product

        6. Date of Purchase
        7. Success or Failure of Purchase
        8. Reason for Failure of Purchase
   ii. Credit Card Audits
        1. Order Number
        2. ISBN
        3. eCommerce ISBN
        4. Title
        5. Name of Purchaser
        6. Address
        7. Date of Purchase
        8. Success or Failure of Purchase
        9. Reason for Failure

III. User Management Tool
  a. The User Management Tool gives the user the ability to perform the following functions:
     i. Reset the customer's password
     ii. View the customer's license
     iii. View purchasing information
  b. The user has the ability to search for the above information by the following criteria:
     i. Email address
     ii. First Name
     iii. Last Name
  c. The user has the ability to search for the customer information (listed above) with the following options:
     i. Equals
     ii. Contains
     iii. Starts With
     iv. Ends With
  d. Utilize the "Enter Key" to input the e-mail address, first or last name of the customer
  e. The "search result" will give the end user to ability to view the following information:
     i. Erights User ID
     ii. Username
     iii. First and Last Name
     iv. User Type
         1. I = Instructor
         2. S = Student
     v. Country

      vi.   User Status

     vii.   Verified

    viii.   Security Question

      ix.   Security Answer

       x.   School Information

      xi.   Address Information

     xii.   Roles

f. The "search result" will also give the end user the ability to perform the following functions:

       i.   Reset the customer's password

      ii.   View license(s)

     iii.   Review purchase history

IV.   Code Generation Tool

a. The Code Generation Tools allows the user to generate registration codes. When using this tool, please follow the Internal Code Request policy located in SharePoint).

b. To generate a registration code the end user would input the ISBN and choose "show offer".

c. The registration code is delivered via the following options:

       i.   Pop-up screen

      ii.   Excel spreadsheet emailed to user after choosing "download"

V.   Claim Code Search Tool

a. Look up Registration Codes

       i.   See if a code is valid

      ii.   See if a code has been used

     iii.   Who used the registration code

b. Determine the ISBN number for a registration code

       i.   Used to obtain the core product ISBN

      ii.   Used to potentially replace a defective registration code

Call Transfer List - VDN

CALL TRANSFER/PRODUCT SUPPORT DIRECTORY - BY PRODUCT

Updated 7/1/13 LW

PRODUCT	PRODUCT BREAK OUT	DETAILS	TP SPEED DIAL	VDN	PROMPTS	TIER	TIER
ActivSim	Instructor		Other FS Ins	51155	1,3,4,2	2	CCOOL
	Student		Other FS Stu	51180	2,3,4,2	2	CCOOL
ALEKS	Instructor	Direct caller to: www.support.aleks.com			1,3,3	2	CCOOL
	Student (After Purchase Assistance)		?	55474	2,3,3,2	2	CCOOL
	Student - Registration		Aleks Reg Stu	51191	1,3,3,1	2	CCOOL
	Student (non-registration)	Direct caller to: www.support.aleks.com			2,3,3,3	2	CCOOL
APR	Instructor (non-registration)		Other FS Instrutor	51155	1,3,4,2	2	CCOOL
	Instructor Registration		Other Reg Ins	51157	1,3,4,1	1	CCOOL
	Student (non-registration)		Other Reg Ins	51180	2,3,4,2	2	CCOOL
	Student Registration		Othere Reg Stu	51171	2,3,4,1	1	CCOOL
Aris (Classware)	Instructor (non-registration)		Other FS Instrutor	51155	1,3,4,2	2	CCOOL
	Instructor Registration		Other Reg Ins	51157	1,3,4,1	1	CCOOL
	Student (non-registration)		Other FS Stu	51180	2,3,4,2	2	CCOOL
	Student Registration		Other Reg Stu	51171	2,3,4,1	1	CCOOL
Business Strategy Game		Direct caller to MHHE.com/support and select Contact Us				2	CCOOL
Catalyst		Direct caller to MHHE.com/support and select Contact Us				2	CCOOL
ChemCoach		Direct caller to MHHE.com/support and				2	CCOOL
ChemSkillBuilder		Direct caller to MHHE.com/support and				2	CCOOL
Classware (CW)	Instructor		Other Reg Ins	51157	1,3,4,1	1	CCOOL
	Instructor (non registration)		Other FS Instrutor	51155	1,3,4,2	2	CCOOL
	Student (registration)		Other Reg Stu	51171	2,3,4,1	1	CCOOL
	Student (non registration)		Other FS Stu	51180	2,3,4,2	2	CCOOL
CMS	Cartridge/Web CT/Blackboard	Direct caller to MHHE.com/support and select Contact Us				2	TECH
Connect	Lucas	Direct to # 888-843-1655				3	CONNECT
	Instructor (non-registration)		CLT Ins	51150	1,2,3	3	CONNECT
	Instructor Registration	MHHE.COM/ContactUs/Instr Orient/Select Prod	CLT Ins	51150	1,2,3	1	CONNECT
	Student (non-registration)		CLT Stu	51173	2,2,4	3	CONNECT
	Student Registration		CLT Stu Ref	51170	2,2,1	1	CONNECT
Connect Enterprise / Blackboard Learn	Instructor		Connect Enterpise Ins	51154	2,1,2	3	CONNECT
	Student		Connect Enterpise Stu	51175	2,2,2	3	CONNECT
Create (VitalSource)	Instructor (non registration)	Transfer to Create # 800-962-9342 (8:30-5:00 p.m. EST) Prompt 1, 2		51119	1,3,2,2	2	CCOOL
	Instructor (registration)		Create Reg Ins	51166	1,3,2,1	2	CCOOL
	Student (Refunds / Cust Service)			51542		2	CCOOL
	Student		Create Stu	51183	2,3,2	2	CCOOL
	Student (Vital Source Book Shelf Issue)	Direct to # 855-200-4146 Prompt 1					CCOOL
CUSTOMER SERVICE - Student		All calls until 4:00pm ET-in case caller is disc or after 5:00pm ET provide direct # 877-833-5524		51542			
CUSTOMER SERVICE - Instructor		All calls until 4:00pm ET-in case caller is disc or after 5:00pm ET provide direct # 800-338-3987		51969			
EZ Test	Instructor		Tech Ins	51151	1,3,1	2	TECH
	Student	Direct To Contact Their Instructor				2	TECH
FinGame		Direct caller to MHHE.com/support and select Contact Us				2	CCOOL
FolioLive		Direct customer to http://www.foliolive.com/jsp/indexold.jsp				2	CCOOL
	My FolioLive	Direct customer to http://www.myfoliolive.com/jsp/indexold.jsp				2	CCOOL
GDP (see Keyboarding)						2	TECH
GloBus		Direct caller to MHHE.com/support and select Contact Us				2	CCOOL
HomeWork Manager (HM)	Instructor (non-registration)	Refer customer to their sales rep				2	CCOOL
	Instructor (registration)	Refer customer to their sales rep				1	CCOOL
	Student (non registration)	Refer customer to their sales rep				2	CCOOL
	Student (registration)	Refer customer to their sales rep				1	CCOOL
Instructor Resource CD	Instructor (IRCD)		Tech Ins	51151	1,3,1	2	TECH
	Instructor (Technical / CD / DVD's)		Tech Ins	51151	1,3,1	2	TECH
Interactions eCourse		Direct caller to http://elt.mcgraw-hill.com/interactions/ecourse/contact_us.html					
Interactive e-Book CW	Instructor (non-registration)	Direct caller to MHHE.com/support and select Contact Us				2	CCOOL
	Instructor (registration)					1	CCOOL
Interactive eBooks CW	Student (non-registration)	Direct caller to MHHE.com/support and select Contact Us				2	CCOOL
	Student (registration)					1	CCOOL
Keyboarding (GDP)	Instructor		Tech Ins	51151	1,3,1	2	TECH
	Student		Tech stu all	51176	2,1,3	2	TECH
Learning Solutions		Direct caller to MHHE.com/support and select Contact Us					
	Student (registration)					2	CCOOL
LearnSmart CLT	Instructor		CLT Ins	51150	1,2,3	3	CONNECT
	Student		CLT Stu	51173	2,2,4	3	CONNECT
Lucas on the Go		Direct caller to MHHE.com/support and select Contact Us				2	CCOOL

CALL TRANSFER/PRODUCT SUPPORT DIRECTORY - BY PRODUCT

PRODUCT LISTING		WHAT TO DO?	TRANSFER INFO				
PRODUCT	PRODUCT BREAK OUT	DETAILS	TP SPEED DIAL	VDN	PROMPTS	TIER	TIER
Market Insight	Instructor	Please contact Michele Janicek at michele_janicek@mcgraw-hill.com with any questions				2	CCOOL
	Student	Students who have purchased a used text can purchase the code separately via the shopmcgraw-hill.com website, Search for ISBN# 0077348540. The S&P Bind-In Access Card is usually packaged with the purchase of a NEW finance textbook.				2	CCOOL
MathZone CW	Instructor (non-registration)		Other FS Ins	51155	1,3,4,2	2	CCOOL
	Instructor (registration)		Other Reg Ins	51157	1,3,4,1	1	CCOOL
	Student (non-registration)		Other FS Stu	51180	2,3,4,2	2	CCOOL
	Student (registration)		Other Reg Stu	51171	2,3,4,1	1	CCOOL
MediSoft	Instructor		Tech Ins	51151	1,3,1	2	TECH
	Student		Tech Stu All	51176	2,3,1	2	TECH
Megastat	Instructor		Other FS Ins	51155	1,3,4,2	2	CCOOL
	Student		Other FS Stu	51180	2,3,4,2	2	CCOOL
MHGO	Instructor		Other FS Ins	51155	1,3,4,2	2	CCOOL
	Student		Other FS Stu	51180	2,3,4,2	2	CCOOL
MHHE.com	Instructor		Tech Ins	51151	1,3,1	2	TECH
MH CAMPUS	Instructor (non registration)	Ok to handle or transfer	MH Practice Ins	51156	1,2,2	All	All
	Instructor Registration	Direct Instructor to Sales Representative for Set-Up	MH Practice Ins	51156	1,2,2	All	All
	Student (non-registration)	Ok to handle or transfer	Mh Practice Stu	51169	2,2,3	All	All
	Student (registration)	Ok to handle or transfer	Mh Practice Stu	51169	2,2,3	All	All
MH Practice	Instructor (non registration)		MH Practice Ins	51156	1,2,2	3	Enterprise
	Instructor Registration		MH Practice Ins	51156	1,2,2	3	Enterprise
	Student (non-registration)		Mh Practice Stu	51169	2,2,3	3	Enterprise
	Student (registration)		Mh Practice Stu	51169	2,2,3	3	Enterprise
NutriCalc CW	Instructor (non-registration)		Other FS Ins	51155	1,3,4,2	2	CCOOL
	Instructor Registration		Other Reg Ins	51157	1,3,4,1	1	CCOOL
	Student (non-registration)		Other FS Stu	51180	2,3,4,2	2	CCOOL
	Student (registration)		Other Reg Stu	51171	2,3,4,1	1	CCOOL
OLC	Instructor (non-registration)		Other FS Ins	51155	1,3,4,2	2	CCOOL
	Instructor Registration		Other Reg Ins	51157	1,3,4,1	1	CCOOL
	Student (non-registration)		Other FS Stu	51180	2,3,4,2	2	CCOOL
	Student Registration		Other Reg Stu	51171	2,3,4,1	1	CCOOL
Other (ActivSim, CD/DVD,	Instructor		Other FS Ins	51155	1,3,4,2	2	CCOOL
PageOut		Direct caller to MHHE.com/support and select Contact Us				2	CCOOL
Passport to Reading		Direct caller to MHHE.com/support and select Contact Us				2	CCOOL
Peachtree		Provide website: http://www.sagenorthamerica.com/Support-And-Training/Support-Resources				2	CCOOL
Powerweb		Direct caller to: www.mhcls.com or # 800-243-6532					
Psych Interactive		Direct caller to MHHE.com/support and select Contact Us				2	CCOOL
Quantum Tutor	Instructor		Tech Ins	51151	1,3,1	2	TECH
	Student		Tech stu all	51176	2,3,1	2	TECH
SimGrader	Instructor		Tech Ins	51151	1,3,1	2	TECH
	Student		Tech stu all	51176	2,3,1	2	TECH
SimNet	Instructor		Tech Ins	51151	1,3,1	2	TECH
	Student		Tech stu all	51176	2,3,1	2	TECH
Simproject		Product Support: support@simprofessionals.com Sales: sales@simprofessionals.com Technical Support: techsupport@simprofessionals.com					
SinFalta		Direct caller to: www.ultralingua.com					
SpringCharts	Instructor		Tech Ins	51151	1,3,1	2	TECH
	Student		Tech stu all	51176	2,3,1	2	TECH
Student Technical, Student	Student (CDs / DVDs)		Tech stu all	51176	2,3,1	2	TECH
Tegrity CLT	Instructor		CLT Ins	51150	1,2,3	3	CONNECT
	Student		CLT Stu	51173	2,2,4	3	CONNECT
UBO (Understanding Business Online)	Instructor	**Direct caller to MHHE.com/support and select Contact Us**				2	CCOOL
	Student					2	CCOOL
VitalSource (See Create)						2	CCOOL
Writer's WorkOut		Direct caller to MHHE.com/support and select Contact Us				2	CCOOL

COLOR KEY:
Green = CCOOL
Yellow = Learning Solutions
Orange = Tech
Pink = CMS - Cartridge Support
Blue = Connect

CXG Internal Support Tools Sites

The following is an internal Support sites used by agents as useful resources.
– **For internal Use Only**

file://///il02fil001/mpss/Software%20Support/Technical_Team_Support_Folder/unofficialchannels/index.html

| HOME PAGE | PRODUCT SUPPORT | CARE REPS ONLY |

WELCOME TO THE HOME PAGE

IMPORTANT DOCUMENTS

File Type	Description	Last Update
	Call Transfer List	10/18/2012
	SalesForce "Chatter"	
** New **	Internal Help-Desk Phone Number - 800-863-8109	10/22/2012
	Staging Manual	10/31/2012

Daily Logins | MHHE Links

- Sales Force
- SAT - Support Admin Tool
- MPD
- Blue Pumpkin
- Kronos
- NICE
- ISBN Converter
- eSales
- iPub
- WebEX
- Google Docs
- eHelp-Service Desk
- Buzz

This is **Unofficial Channels**, which is designed to assist agents with locating important day-to-day documents, and commonly used links/locations for every product offered to our customers. Have fun with it :)

McGraw Hill

Mc Graw — Connect Learn
Mc Graw — Connect Learn Succeed

Floor Help Process

Objective

To outline a revised Floor Help process which will be followed in order to help our front-line agents in quickly resolving and addressing our customer's support needs.

Role

Front-line agent = offers assistance to a customer in resolving a support issue. May partner with a *Supervisor* if additional assistance is needed in resolving a support issue.

Supervisor = offers assistance to a *Front-line agent* in resolving a customer support issue. May partner with a *Floor Help agent* when unable to resolve a customer support issue and/or seek validation with regard to escalation.

Floor Help agent = offers assistance to a *Supervisor* in resolving a customer support issue.

Process

Step 1: Front-line agent attempts to troubleshoot a customer's support issue, however, unable to understand and/or resolve it.

Step 2: Front-line agent refers to his/her resources (e.g. Articles, CXG Updates, and/or Troubleshooting Checklists) to help resolve the customer's support issue; however, unable to resolve.

Step 3: Front-line agent requests assistance from a Supervisor (*Agent will raise their hand to receive assistance*).

Step 4: Supervisor reviews case (issue) with Front-line agent to determine the appropriate resolution; however, is unable to resolve issue and/or uncertain on how to resolve.

Step 5: Supervisor contacts Floor Help Agent (via Avaya) for assistance using VDN list below:

> **VDN 51463** – *Phone/Chat case (priority)*
>
> **VDN 51464** – *Self Service case*

Step 6: Floor Help agent answers support call.

Step 7: Floor Help agent collects additional information from Supervisor and records the request via the form, http://goo.gl/uIdVc (for tracking purposes).

Step 8: Floor Help agent reviews support issue (case) with Front-line Agent and Supervisor to determine the appropriate steps in resolving the customer's support issue.

Step 9: Floor Help agent updates support case to include the instruction/direction offered to the Supervisor regarding steps to take in order to resolve issue.

Step 10: Supervisor works directly with Front-line agent to update the customer on next steps/resolution.

Step 11: Front-line agent closes the case or escalates it for further evaluation to MHE Triage Team, if not resolved by a Supervisor and/or Floor Help agent.

Top Accounts

The Top Account Team is a group within CXG that provides advanced support for Instructors, Course Coordinators, and Sales Reps from select schools participating in this service program. The Top Account Team is led and managed by Abdul Muhammad (CXG Supervisor), who reports directly to Kim Czapla (CXG Manager)

- Does not provide direct support to students from these schools
- The Top Account Team only provides support for the following products:
  - Connect – Spark and English
  - Tegrity
  - LearnSmart
  - Blackboard/Enterprise
  - MH Practice Marketing

Direct Support Team

- Provides instructors with dedicated Connect support contacts (within CXG) that will assist in meeting all service needs. The agents that will be providing service are members of our support team with years of experience, and can provide assistance with Connect, LearnSmart, Tegrity, MH Practice, and the Connect/Blackboard integration.

Improved Response Time

- The Top Account support team will respond to all emails and requests within 4 business hours; CXG front line has a response time within 24 hours.

Escalation of Issues

- The Top Account team will research and report each escalated issue directly to the engineering team and/or vendors. As part of this program all issues reported by the Top Account team receive a higher priority.

Top Account Participating Schools

- The Top Account Team supports the schools participating in the program based on each of the sales regions as listed below
- Support for each region is led by a CXG Representative

East / Southeast Region:

East Region:
Direct Number: 866 – 247 – 3605
Transfer VDN: 51131
Southeast Region:
Direct Number: 866 – 440 – 6355
Transfer VDN: 51148

- Essex County College
- Baruch College
- Greenville Tech
- Miami Dade College
- Middlesex Community College
- Penn State University
- University of Central Florida
- US Military Academy

Central Region:

Direct Number: 866 – 344 – 2065
Transfer VDN: 51140
- Ivy Tech
- University of Cincinnati
- Wayne County
- St Cloud University

West Region:

Direct Number: 866 – 280 – 6055
Transfer VDN: 51134
- Arizona State University
- Tarrant County College
- Texas A&M Univ
- Univ of Nevada – Reno

Top Account Support

- The Top Account team is a dedicated resource within the Customer Experience Group to provide direct assistance for high profile accounts
- This team is not contacted through the normal service channels that are currently used for CXG
- Direct phone extensions and email accounts have been created for each school or institution selected to participate in the Top Account Service Program

Phone – Direct 800#:

- A direct phone line has been set up for instructors, Teaching Assistants, Bookstore reps, and Sales reps to speak with a dedicated specialist who has in depth knowledge of Connect and how the school is using the digital product.

Email - Direct Mailboxes:

- A dedicated email box has been created in outlook for each school or institution participating in the Top Account Service Program. Sales reps and Instructors will not be required to submit any support issues through the "Contact Us" form on the support site.

Frontline Support

- If you receive a call from a Student at one of the Top Account schools, please handle the call as normal
- If you receive a call from a Sales Rep or Instructor from one of the Top Account schools, please transfer the call to the Top Account regional phone queue for that school
- First attempt a "warm" transfer when contacting a Top Account agent, however, if call volume is high, please do not wait longer than 2 minutes
- Additionally, while the caller is waiting to speak with a Top Account agent they will be provided with the option to leave a voicemail

CXG – Top Account field in SFDC
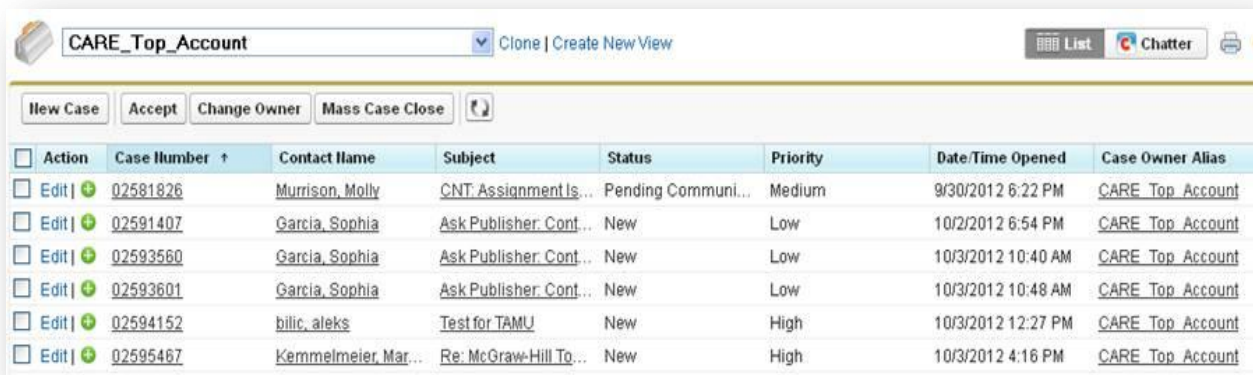
- Salesforce will identify Top Account school instructors when you create a new contact
- During the contact creation process, after you enter the support account, you will now find a field titled "CXG Top Account"
- This field will auto-populate and let you know if the school is part of the Top Account program and for which region the school is from (see below)
- Currently, this field only populates for instructor contacts, remember that all student issues should be handled as normal
- If the customer is calling regarding an existing case, you will also find this same field in all cases for Top Account school

Top Account queue in SFDC: CARE_Top_Account

- The Top Account team has a case queue within SFDC, so that all cases can be processed from one central location
- If you have a case from an instructor with a Top Account school, an escalation that requires our attention, or a student case where the instructor needs to be contacted, please add detailed case comments and transfer the case to the queue named, "CXG_Top_Account"
- A Top account agent will take ownership of the case and follow-up with the customer accordingly
- Reminder, the Top Account team currently provides support for Connect, LearnSmart, Tegrity, Blackboard/Enterprise and MH Practice Marketing only
- Cases for all other products should be handled as normal

	CARE_Top_Account					Clone | Create New View			List	Chatter	
New Case	Accept	Change Owner	Mass Case Close								
☐ Action	Case Number ↑		Contact Name	Subject	Status	Priority		Date/Time Opened		Case Owner Alias	
☐ Edit | ⊕	02581826		Murrison, Molly	CNT: Assignment Is…	Pending Communi…	Medium		9/30/2012 6:22 PM		CARE_Top_Account	
☐ Edit | ⊕	02591407		Garcia, Sophia	Ask Publisher: Cont…	New	Low		10/2/2012 6:54 PM		CARE_Top_Account	
☐ Edit | ⊕	02593560		Garcia, Sophia	Ask Publisher: Cont…	New	Low		10/3/2012 10:40 AM		CARE_Top_Account	
☐ Edit | ⊕	02593601		Garcia, Sophia	Ask Publisher: Cont…	New	Low		10/3/2012 10:48 AM		CARE_Top_Account	
☐ Edit | ⊕	02594152		bilic, aleks	Test for TAMU	New	High		10/3/2012 12:27 PM		CARE_Top_Account	
☐ Edit | ⊕	02595467		Kemmelmeier, Mar…	Re: McGraw-Hill To…	New	High		10/3/2012 4:16 PM		CARE_Top_Account	

- If you take ownership of a case from a Student attending one of the Top Account schools, please handle the case as normal
- If you take ownership of a case and notice that the issue is being reported by a Sales Rep or Instructor with one of the Top Account schools, please transfer the case to the Top Account queue within SFDC at: CXG_Top_Account
- The Top Account team would like to manage all communications with instructors. Therefore, if you have a case from a student that requires the instructor to be contacted to address the issue, please provide detailed case comments and transfer the case to the Top Account queue

Escalations

Below you will find the 4 most commonly used Escalations and the correct process to follow when escalating cases, along with Article Numbers.

Login Issues – Article Number: 00002314

Follow this solution to escalate login issues. If you are not sure if the issue needs to be escalated, follow the Floor Help process for assistance.

Step 1: Troubleshoot
Before proceeding with this solution, login as the user and verify the problem. Using the superadmin tool will usually bypass any login issues so it is important to test the login using the user's password. Never ask instructors for the password. If needed, ask for permission to reset it instead. In some instances, simply resetting the password resolves the issue.

Step 2: Gather Required Information
The information below is required for all escalated cases. **Copy and paste** the below template into your case as a public case comment and fill in the required information. If you are unable to locate the information, use the Floor Help process for assistance.

Note: Please do not escalate a case with more than one issue. If the customer is reporting more than one issue, then clone the case, provide the information regarding the other issue(s), and escalate that case separately. Furthermore, if the same issue is occurring for multiple chapters/assignments, then you may escalate that as one issue in one case.

* indicates minimum requirement
* Username:
* Password:
* Website/Component attempting to access:
* Detailed description of issue:
* Did you receive assistance from Floor Help? (Y | N):

* What does your screenshot show (you must attach a screenshot of the issue)?:

Step 3: Escalate
If all of the information above has been recorded in your case, you are ready to escalate.

1) Change the case status to **In Progress**
2) Change the case owner to **CXG_Triage**

Registration Issues – Article Number: 00002171

Follow this solution to escalate registration issues. If you are not sure if the issue needs to be escalated, follow the Floor Help process for assistance.

Step 1: Troubleshoot
Before proceeding with this solution, ensure that you have checked the registration code and the student's section URL to isolate the issue. You should also attempt to register for the student to see if you are able to do so.

Note: If the student is reporting that when they purchase access online, Connect and/or Connect Plus is missing, the price is incorrect, and/or the length of access is incorrect, please check the private offers google docs to see if their instructor/school requested a private offer. If the school is listed it means that this is intentional and was requested by that school. If the school is not listed, continue with the escalation.

Step 2: Gather Required Information
The information below is required for all escalated cases. **Copy and paste** the below template into your case as a public case comment and fill in the required information. If you are unable to locate the information, use the Floor Help process for assistance.

Note: Please do not escalate a case with more than one issue. If the customer is reporting more than one issue, then clone the case, provide the information regarding the other issue(s), and escalate that case separately. Furthermore, if the same issue is occurring for multiple chapters/assignments, then you may escalate that as one issue in one case.

* indicates minimum requirement
* **Instructor's Username:**
* **Student's Username** (if report pertains to a specific student)**:**
  Password (student only)**:**

* **Section Web Address** (URL)**:**
* **Connect ISBN:**
* **Registration Code:**
* **Detailed description of issue:**
* **Did you receive assistance from Floor Help? (Y | N**):

* **What does your screenshot show** (you must attach a screenshot of the issue)**?:**

Step 3: Escalate
If all of the information above has been recorded in your case, you are ready to escalate.
1) Change the case status to **In Progress**
2) Change the case owner to **CXG_Triage**

Content Issues – Escalation Article Number: 00002139

Follow this solution to escalate content issues. If you are not sure if this is a content issue or a functionality issue, follow the Floor Help process for assistance. **Note:** Scoring issues are considered content issues.

Step 1: Troubleshoot
Before proceeding with this solution, ensure that you have already reviewed and tried all steps provided in the basic troubleshooting solution. If not, click here and follow the steps outlined within this solution to attempt to resolve the problem.

Step 2: Gather Required Information
The information below is required for all escalated cases. **Copy and paste** the below template into your case as a public case comment and fill in the required information. If you are unable to locate the information, use the Floor Help process for assistance.

Note: *Please do not escalate a case with more than one issue. If the customer is reporting more than one issue, then clone the case, provide the information regarding the other issue(s), and escalate that case separately. Furthermore, if the same issue is occurring for multiple chapters/assignments, then you may escalate that as one issue in one case.*

* indicates minimum requirement
* Instructor's Username:
* Student's Username (if report pertains to a specific student)**:**

* Course Name:
* Section Name:

* Assignment Name (if report pertains to an assignment)**:**
* Question #:

* Question Bank Location:
* Question Title:
* Template ID (LSI questions only)**:**

* Detailed description of issue:

* Is there a tolerance set in the assignment? If so, what is the percentage?
* Did you receive assistance from Floor Help? (Y | N):
* Are you able to replicate in the user's account? (Y | N):
* Are you able to replicate in a new assignment (in your own account)? (Y | N):

* What does your screenshot show (you must attach a screenshot of the issue)?:

NOTE: If we have a specific student example, you must provide screenshots from their reports of the entire question.

Step 3: Escalate
If all of the information above has been recorded in your case, you are ready to escalate.
1) Change the case status to **In Progress**
2) Change the case owner to **CARE_T3_Triage**

Functionality Issues – Escalation Article Number: 00001989

Follow this solution to escalate functionality issues. If you are not sure if this is a functionality issue or a content issue, follow the [Floor Help](#) process for assistance. **Note:** Scoring issues are considered content issues.

Step 1: Troubleshoot
Before proceeding with this solution, ensure that you have already reviewed and tried all steps provided in the basic troubleshooting solution. If not, click [here](#) and follow the steps outlined within this solution to attempt to resolve the problem.

Step 2: Gather Required Information
The information below is required for all escalated cases. **Copy and paste** the below template into your case as a public case comment, and fill in the required information. If you are unable to locate the information, use the [Floor Help](#) process for assistance.

Note: Please do not escalate a case with more than one issue. If the customer is reporting more than one issue, then clone the case, provide the information regarding the other issue(s), and escalate that case separately. Furthermore, if the same issue is occurring for multiple chapters/assignments, then you may escalate that as one issue in one case.

* indicates minimum requirement
* **Instructor's Username:**
* **Student's Username** (if report pertains to a specific student)**:**

* **Course Name:**
* **Section Name:**

* **Assignment Name** (if report pertains to an assignment)**:**
  Question #:
* **Detailed description of issue:**
* **Steps taken to troubleshoot issue:**
* **Did you receive assistance from Floor Help? (Y | N):**
* **Are you able to replicate? (Y | N):**
* **If yes, provide steps to replicate the issue:**

* **What does your screenshot show** (you must attach a screenshot of the issue)**?:**

Step 3: Escalate
If all of the information above has been recorded in your case, you are ready to escalate.
1) Change the case status to **In Progress**
2) Change the case owner to **CXG_Triage**

A Day In The CXG

A Day in the CUSTOMER EXPERIENCE CALL CENTER

At Shift Start

1. Log into your TP required systems (CCMS, Avaya, etc).

2. Log on to Salesforce at: https://login.salesforce.com

   a. Process your new tasks
   b. Check for New Case Emails by clicking on My Cases With New E-mails (this is located on any case directly above the case comments field)
   c. A best practice is to keep multiple Salesforce tabs or windows open
   d. Please keep Salesforce open at all times

3. Review any new communications from your Supervisor or other TP resource

4. Log on to MPD (Master Product List – IE only) at: http://mhe-mpd-app1.mcgraw-hill.com/NASApp/mpd/LoginServlet and leave open throughout the day

5. Log on to Support admin Tool (SAT) at: http://paris.mcgraw-hill.com/parisAdminTool/login.html and leave open throughout the day

6. Go to CXG Updates to check for new issues or updates on existing issues

   a. If an issue has been resolved, update cases associated

7. Open Notepad to take notes during calls.

Taking Phone Calls

1. Obtain the following information at the beginning of **every** call.
   "Thank you for calling the Customer Experience Group, this is (your name), May I have your":
   - Name
   - E-Mail address
   - School
   - Phone Number

   "Have you ever called the Customer Experience Group before?"
   - If YES, Search for the Contact (customer) in Salesforce and ask: "Do you have a Case Number?"
   - If NO, Search or the Contact and if unable to find one, **create the Contact** and obtain all information

2. *Ask* the customer what **PRODUCT** they are calling about
   a. Sometimes by asking for the **URL** you can get this info
   b. If it is not a product you support, transfer the call to the appropriate group (use the Call Transfer located in SF CXG Chatter)

3. If you support the product, *create a Case* in Salesforce

4. *Ask* the customer, **"How may I help you?"** and resolve the customer's issue

5. *Always* provide a case number to the customer at the end of the call

6. At the end of each call remember to thank the customer for calling the CXG and ask if you can be of any further assistance (before ending the call)

End of shift every day

1. Complete the case you are working on prior to leaving
2. Do not leave any "NEW" or "In Progress" cases in your queue
3. Log out of your MHE applications (Salesforce, MPD, SAT)
4. Log out of your TP systems

Call Scripts

Opening:
- "Thank you for calling The Customer Experience Group."
- "My name is (your name)."
- "May I have your name and e-mail address?"
- "Have you called the Customer Experience Group before?"
- If yes, "Do you have a case number?"
- "What product are you calling about today?"
- "Thank you for that information, how may I assist you today?"

Closing:
- "Is there anything else I can assist you with today?"
- "Please take your case number (######) should you need to contact us again regarding this inquiry."
- "Thank you for calling The Customer Experience Group.

Easy Reference Sheet

Salesforce is the call center ticketing system

Salesforce (https://login.salesforce.com) is used for:
- Contacts
- Cases
- Product Information
- Comments (detailing case information)

MPD (Master Product Database)

MPD (http://mhe-mpd-app1.mcgraw-hill.com/NASApp/mpd/LoginServlet) is used for:
- Gathering Product information
    - To assist a Customer
    - To complete Book Information in Salesforce

- To locate related products (i.e., Online Learning Centers [OLCs])
- To determine if a product is Active / Out of Publication, etc.

<u>Support Admin Tool</u>

SAT (http://paris.mcgraw-hill.com/parisAdminTool/login.html) is used for:
- Checking customer registration
  - Student = User License
  - Instructor = Group License
  - Resetting Password
- Checking codes
  - Used or Unused
  - What product is for

Additional helpful websites:

1. Internal SharePoint (department/product information):
   http://pine.mhf.mhc/sites/MPSS/mpssis/default.aspx

2. Request a new Article in Salesforce:
   https://docs.google.com/spreadsheet/viewform?formkey=dDhqc2lmSEJOXzd5all0M2VJTndjTnc6MQ

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