

Customer Service Help Desk Log

Betty Veronica Cindy Victoria Angel Jessie

Caller

Purchase Order - Reference Number

Center Orlando Baltimore New York Denver Santa Fe

Account Deck Dept HBF TCT Retail Fabricator

Product Type

Cellular Disc.Product Metal Blind Ready-Made/SIS
 Verticals Wood Blind Woven Wood

Call Type/Issues

Acct specific policy Approval needed Complaints Compliment
 Contract General policy Disc. product Freight
 Lead time/target dates Mis-Shipments O/E assistance Parts
 Pricing Ready Made/SIS Repairs SEAN down
 Supervisor call System Warranty

Training Issue Yes No

Additional Comments

Resolution

- Air freight approval
- Approved amt
- Assist with OE
- Call for resolution
- Call plant
- Call pricing dept
- Call product manager
- Call systems engineering
- Correct parts entry
- C/S mg for approval
- Denied credit/RMK request
- Emailed SEAN
- General procedural direction
- POP retrieved order processed
- Pricing procedure
- Referred to SEAN
- Reset order
- Warranty/appeals form sent