

Quality - Effective Case Writing FAQs

Information

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Title Quality - Effective Case Writing FAQs

Summary

Q. What Main Issue should I use if a client is calling to follow up on a previous issue?

A. The Main Issue is General Inquiry, Customer Service.

Q. What Main Issue should I use for a caller who has report questions or requests?

A. The Main Issue is Account Management.

Q. Should I use Website/Mobile Issues if it is an individual issue, not site-wide?

A. If it is an individual issue, the proper Main Issue selected should be related to the situation. Example: if a client has an issue about proxy bidding, the proper Main Issue should be Presale Vehicle Inquiry if the issue happens before the sale. Consult a member of the QA team when in doubt about a specific situation.

Q. Will we get to a point where we perform less typing and more dropdowns in the future?

A. We are always looking for ways to improve the efficiency of case documentation and suggestions are welcome.

Q. If an auction employee calls to get assistance with a purchased vehicle, and they do not know which dealership representative requested this action, should we use Contact Unknown in the Responsible Contact field? If not, are we allowed to go into My Purchases to locate the buyer and add their name to the Responsible contact field?

A. If the caller does not have that information and the Client Care Representative can find it, then yes the CCR must select the correct contact instead of selecting the field with Not a dealer or Does not exist.

Q. Do Carfax and Autocheck questions fall under PreSale Vehicle Inquiry?

A. Yes, this includes all questions regarding vehicle information before the sale.

Q. If I have KB articles saved on my desktop, am I required to select KPS (Knowledge article provided a solution) even though I didn't actually go to the Knowledge Base?

A. Yes, Knowledge Provide Solution (KPS) is the appropriate status since the articles on your desktop are from the Knowledge Base.

Comments

**Additional
Comments**

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