NexPress Remote Call Flow (SAP/CRM Solution)

Kodak Integration - **Version 2.0**

Start Here*

First Call (FCT)

Customer (internal/ external) calls Vancouver RC

Identify customer using BP#, site name, city, etc.

If customer cannot be identified verify if the issue is directly related to a NexPress product.
If so warm transfer the customer to **1-800.XXX.XXXX**

Existing case?
- Yes → Warm transfer or move case to relevant SAP queue
- No → Existing customer?

Existing customer?
- No → FCT sends request to Customer Database Change
- Yes → Existing Equipment?

Existing Equipment?
- No → FCT sends request to Customer Database Change
- Yes → Select correct component in iBase

Select correct component in iBase

Credit check OK?
- No → FCT assigns SAP case to C&C queue
- Yes → Under contract?

Under contract?
- No → FCT accepts PO, Credit card or defers case
- Yes → Within PPM?

Within PPM?
- No → FCT accepts PO, Credit card or defers case
- Yes → Parts Request?

Parts Request?
- Yes → FCT creates a Parts Only Order (POO)
- No → Document problem, fill in required fields

Document problem, fill in required fields

Select severity level

Assign SAP case to RC 1 Queue

Provide case number to customer

Remote Support (RC1/RC2)

RC1 assigns SAP case to personal queue

Enter diagnostic notes/ RC 2 advice, reconcile time

ONSITE Required?
- Yes → Parts Required?
  - No → RC1 creates ONSITE item and assigns SP to **FCT**
  - Yes → RC1 creates ONSITE item and assigns SP to **FCT** (incl. parts)
- No → Parts Required?

Parts Required?
- Yes → RC1 orders parts on Consignment Fill Up Order (CFO)
- No → Case solved?

Case solved?
- Yes → RC1 identifies time spent & closes SAP SP
- No → RC1 assigns SAP case to RC2 queue

RC2 assigns SAP case to personal queue

Enter diagnostic notes/PD advice, reconcile time

ONSITE Required?
- Yes → Parts Required?
  - No → RC2 creates ONSITE item and assigns SP to **FCT**
  - Yes → RC2 creates ONSITE item and assigns SP to **FCT** (incl. parts)
- No → Parts Required?

Parts Required?
- Yes → RC2 orders parts on Consignment Fill Up Order (CFO)
- No → Case solved?

Case solved?
- Yes → RC2 identifies time spent & closes SAP SP
- No → RC2 emails NexPress or contacts POD PD*

RC2 emails NexPress or contacts POD PD*

RC2 puts SP into EM queue

Field/Last Call Team

FIELD paged from RC for ONSITE

FE contacts FCT to accept page

FE confirms case details and parts request

More parts required?
- Yes → FE identifies parts instructs FCT to add to order
- No → FE makes arrangements for ONSITE visit

FCT release order and sends Action Report/CCR

FE makes arrangements for ONSITE visit

FE arrives ONSITE and works to resolve issue

Solved?
- No → FE calls RC for **FE Support** or escalates to FPS
- Yes → FE fills in labor, travel time, parts consumption on CCR form

FE emails CCR back to LCT

LCT associates CCR with open SP

LCT enters FE data into SP and closes it

NexPress Technical Support

NexPress specialist receives escalation

Valid escalation?
- No → Return ownership to RC2 and/or escalate to RC2 manager
- Yes → Email Problem Report (PR) # to RC owner

Case solved?
- No → Follow existing NexPress SOP
- Yes → Email resolution to RC2 owner to close case

Notes:
* For JWP issues, the escalation is shared between NexPress and the Prinergy team; for Darwin, it should be escalated to the Print On Demand (POD) team

Kodak