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Witness: Jared A. Lawrence
Request from: Office of Education, Outreach, and Enforcement

Question:

(INFORMATION TECHNOLOGY) When an issue is flagged by a CSR (or determining employee) regarding a customer who contacted them, what is the process for the handoff to IT?

a. Provide the job title and description of the position for the person(s) responsible for receiving this information.
b. Provide all training materials and internal policies provided to this employee(s) pertaining to this handoff.
c. Identify scenarios in which an issue would be handed off to IT that was previously identified by a customer.

Response:

When an issue is reported to a Customer Service Representative ("CSR"), the CSR contacts a supervisor. The supervisor may reach out to IT to report the finding. In turn, IT will share their knowledge of the report and advise whether an IT ticket is needed.

a. Once a Contact Center Supervisor has reviewed the issue with the CSR to rule out a business process or training issue, the supervisor may reach out to an IT Analyst to confirm the issue has not already been reported. At that time, an IT Analyst may request that an IT ticket be generated to track the item for investigation by IT Developers.

b. Instructions to generate IT tickets are outlined in the Company's knowledgebase under the title, *IT Connect Tickets General Information*. Please refer to EOE-335, Attachment 1 CONFIDENTIAL, for a copy of this job aid.

c. The IT Ticket process is intended for the management of system incidents and requests. Typical issues which would be reported to IT would include, but not be limited to, multiple reports of issues using eversource.com, reporting an outage, or making a payment.