

Verizon Business Group Slack Escalations

November 2023



Intro / Statement

95%

95% of ALL VBG Escalation Submissions contain inaccurate and/or missing vital information. With changing to the new slack workflow model we will be able **eliminate** missing information and provide a better user experience.



NEW Slack VBG Escalations Process

The new Slack VBG Escalations Process will make escalations more efficient, cost reductive, and easier for both **Verizon Wireless** and **Verizon Connect** employees.

One Stop Shop	Response Time	More Support	Correct info	Familiar Format
<ul style="list-style-type: none">Currently reps must fill out two lengthy forms.The new process reduces it to one condensed form.	<ul style="list-style-type: none">Current response time for escalations is 17 days.The new process with less steps will reduce this response time.	<ul style="list-style-type: none">The new form will allow more people to work on escalations.This will create more efficiency and a better workflow.	<ul style="list-style-type: none">The Slack escalations form will allow the escalations team to respond to reps in real time, reducing steps in process.	<ul style="list-style-type: none">Slack is a familiar format for reps, which will reduce confusion and encourage good behavior in filling out the form with the relevant info.



NEW Slack VBG Escalations Process

95% of ALL VBG Escalation Submissions contain inaccurate and/or missing vital information. With changing to the new slack workflow model we will be able **eliminate** missing information and provide a better user experience.

One Stop Shop

- Currently reps must fill out a lengthy form.
- The new process reduces it to one 7 question form.

Response Time

- Current response time for escalations is 17 days.
- The new process with less steps will reduce this response time.

More Support

- The new form will allow more people to work on escalations.
- This will create more efficiency and a better workflow.

Correct info

- The Slack escalations form will allow the escalations team to respond to reps in real time, reducing steps in process.

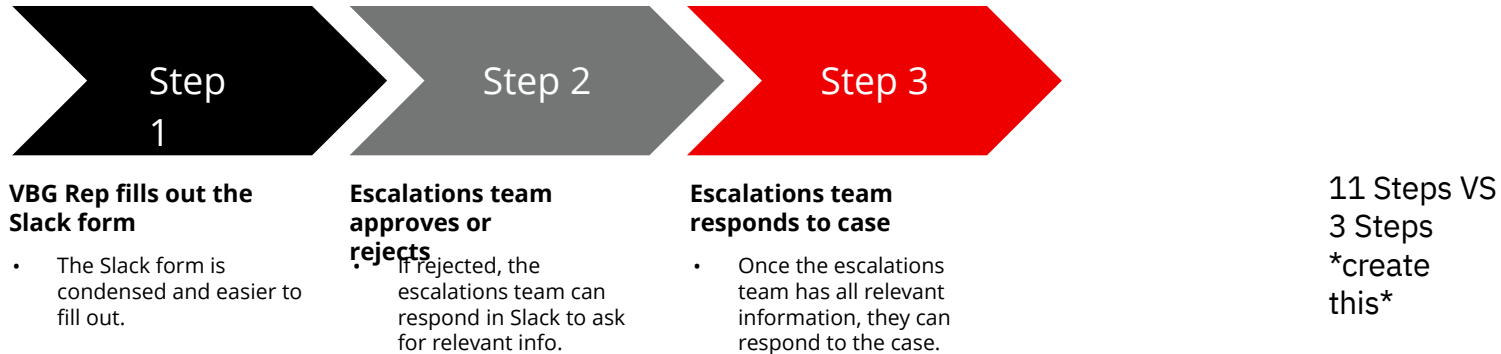
Familiar Format

- Slack is a familiar format for reps, which will reduce confusion and encourage good behavior in filling out the form with the relevant info.



NEW Escalations Process

The new escalation process will reduce the unnecessary steps, creating a more efficient system.



Benefits of new Slack VBG Escalations Process

1

Slack format is familiar to VBG employees, which will encourage correct behavior for reps entering in case number and contact information.

2

The new process will reduce the number of forms reps need to fill out from 2 to 1, creating a one-stop shop for the escalations process.

3

Slack VBG Escalations will allow the escalations team to respond quickly to reps, making the process more efficient.



Key problems that the new process will address

Incorrect or missing information

The current Google form for escalations has resulted in several VBG Reps failing to include case numbers and/or contact information, which prevents the escalation team from responding to escalations in a timely manner. The new form is condensed and requires the case number to be entered before submitting.

Response time for escalations

The current response time for escalations is an average of 17 days. With the new process, the information will be consolidated into one form, which will reduce time and make the process more efficient.

Multiple forms to fill out

Currently, reps are filling out both a Google form and a Slack form to initiate the escalations process. The new form will be a one stop shop for reps to file an escalations, saving valuable time for both employees and customers.

Delayed response from reps

Currently, the escalations team reaches out to reps via email for more info. These emails are either ignored or responded to in a delayed manner. The new process has the escalations team responding to reps in real time to ask for information rather than waiting for an email.



Let's look at the numbers

1

Days is the current average response time for escalations.

7

Current

10

The amount of escalations that are rejected currently

20%

Reduction in steps to resolution with current process.

0%

New

30

Escalations should be rejected, which will lead to a quicker response from reps to include all relevant information.

45%

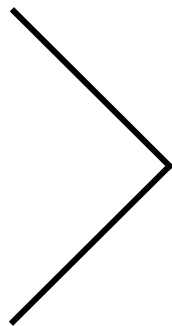
Estimated reduction in steps to resolution with new process.

0%



Key results of new Slack VBG Escalations Process

- Only one form for reps to fill out.
- Solves problem of missing information.
- Empowers escalation team to respond quickly.
- Reduces steps for quicker response.
- Improves response time for customers.
- Multiple people can handle escalations.



**Quicker response time
for escalations.
Improved process
saves both time and
resources.**

The new escalations process improves efficiency and reduces the steps to





Current escalations process

The current escalations process leads to a delayed response time from the team due to unnecessary steps.

