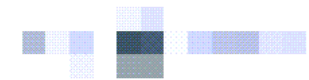


File and Asset Verification

START COURSE



Time Estimate: 10 minutes

In this training, you'll learn about two processes for verifying the customer's file and their account assets. After completion, you'll be able to:

- Describe what File Verification is,
- Describe what Asset Verification is, and
- Identify why File and Asset Verification is so important

File and Asset Verification

0% COMPLETE

- Introduction
- What Is File Verification and Why Is It Important?
- What Is Asset Verification and Why Is It Important?
- Summary

Introduction



Now that you have an idea of what File and Asset Verification looks like, let's discuss what helps make these two processes easier! You will continue to see references to some specific technology and specific Siebel views throughout your training. To learn more, select the **Start** button and navigate through each step.

[START >](#)

The Unparalleled Service Call Flow: File and Asset Verification

0% COMPLETE

- Introduction
- What Is File Verification and Why Is It Important?
- What Is Asset Verification and Why Is It Important?
- Summary



Step 3

Contact View

1 → 2 → 3

After verifying the customer file on the [File View](#), you then access their customer account located at the [Contact View](#). This is where you review all assets the customer owns and verify the asset (product) they are calling about.

1 2 3