

SR Coding

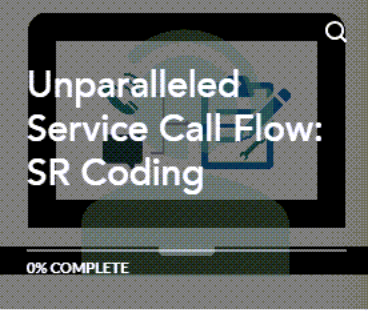
START COURSE



Time Estimate: 10 minutes

In this training, you'll learn about Service Request (SR) Coding. After completion, you'll be able to:

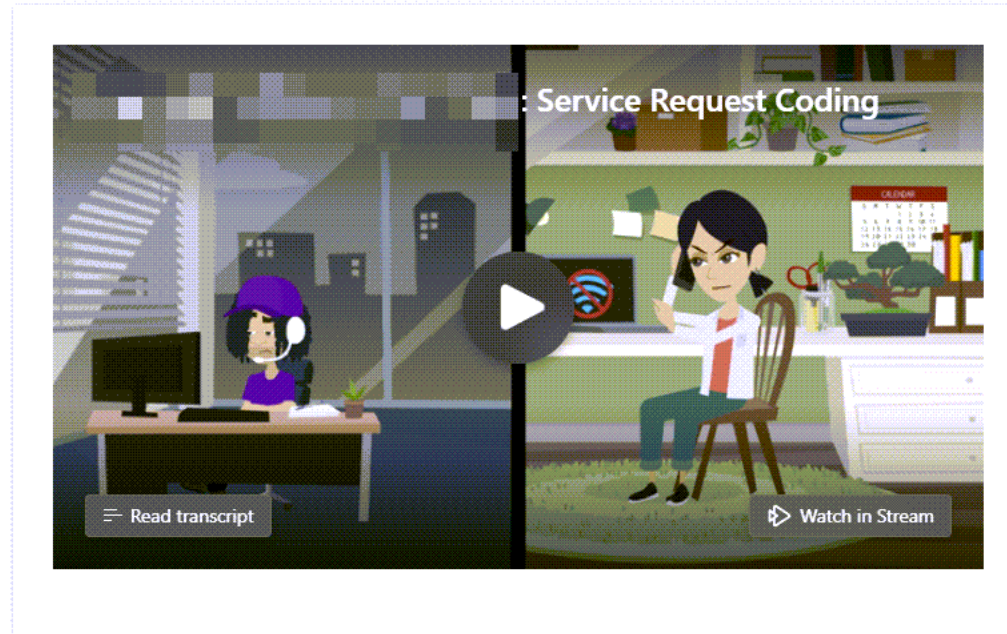
- Describe what SR Coding is along with:
 - Describe what an Activity is,
 - Describe what a Service Request is, and
 - Identify how the Activity and SR are related.



- Introduction
- What is SR Coding?
- Service Request and VOC Resolution Codes
- Why is SR Coding Important?
- Summary

Watch the following video to get a better understanding of what SR Coding can look like!

IMPORTANT: The video should be viewable in the window below, but if not, view the : [Service Request Coding video](#) in Microsoft Stream.



Continue to learn more about SR Coding.

Unparalleled Service Call Flow: SR Coding

40% COMPLETE

- Introduction
- What is SR Coding?
- Service Request and VOC Resolution Codes
- Why is SR Coding Important?
- Summary

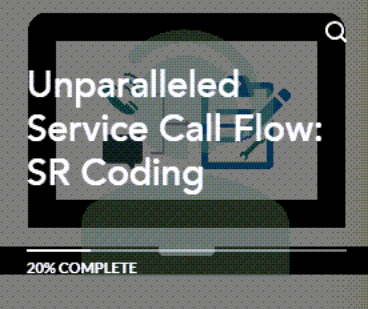
Select the + buttons on this Siebel image below to see how the spreadsheet connects to the SR Coding in Siebel:

Pick Service Request ✕

+	Originating C	🔍	
Asset #:	1-11948057!	🔍	+
SR Type:★	Warranty or	▼	
SR Area:★	Air system	▼	+
SR Sub Area:★	Air loss	▼	
Description:★	<input type="text" value="Air loss."/>		

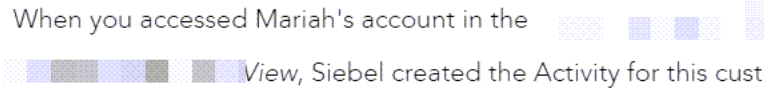
🔄 ↩

Service Request VOC and Resolution Codes



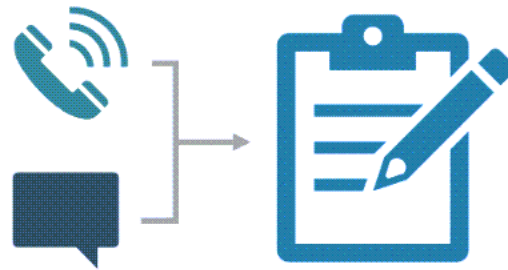
- ≡ Introduction
- ≡ What is SR Coding?
- ≡ Service Request and VOC Resolution Codes
- ≡ Why is SR Coding Important?
- ≡ Summary

Define The Activity

When you accessed Mariah's account in the  View, Siebel created the Activity for this customer interaction.

An Activity is anytime a customer interacts with us. This includes interactions like chatting with us on our website, calling us (inbound calls), receiving a call from us (outbound calls), signing up to win a prize at an event, visiting one of our stores to buy a pillow, etc.

After completing Asset and File Verification, you locate the new Activity that was automatically generated by Siebel. **Note:** A good way to identify the correct Activity is looking for today's date and your User ID.



Unparalleled Service Call Flow: SR Coding

0% COMPLETE

- ☰ Introduction
- ☰ What is SR Coding?
- ☰ Service Request and VOC Resolution Codes
- ☰ Why is SR Coding Important?
- ☰ Summary

SR Coding sounds super technical, but don't worry, it's actually a lot less scary than it sounds! SR Coding is basically documenting why the customer is interacting with us. We're noting the reason they are contacting us, or in some cases, why we're contacting them. Think of "Coding" as the act of categorizing and documenting their issue and interaction in Siebel.

Think back to when you may have called into a customer service line for help with an issue. Let's say you're locked out of your online banking account, and you really need to log into to make sure a deposit came through! You're having some anxiety about not being able to log in and then on top of that, the representative helping you says, "I need to transfer you," or maybe something like, "You'll need to call back after 24 hours." Oh no! Now you're going to have to explain the whole situation again to the next representative you talk to. How much better do you feel when that representative assures you that they have

