

FAX Coordinator Responsibilities

Urgent Faxes

Some FAXes may require immediate response. These may come from overseas dealers, the sales people to support a sale, big important endusers, software companies we have a bundling deal with.

These must be done ASAP.

The FAX Coordinator will:

Review FAXes from the oldest to the most recent, looking for;

- Urgent FAXes
- FAXes that MUST go to certain TSR's
- repeat FAXes, same sender, same problem
- FAXes with similar problems

Respond to the FAXes, keeping in mind;

- same day response time objective
- asking for additional help from phone people when phones are light
- the reusability of documentation
- sign on to MS Mail as adminfax / password so that a continuous log is kept
- use the MS Mail FAX address or use a Crystal Services cover sheet

End each FAX with some kind of customer friendly message AND the TSR's first name.

IE This should solve your problem.
 Thanks for using Crystal Reports
 Allan

Be responsible for the maintenance of the V:\TECH\TECHDOCS\ and communication to other TSR's of the changes and additions

On a daily basis, enter the total number of FAXes received on the V:\TECH\STATS\FAXSTATS.XLS spreadsheet. To get this information, you can print an Activity Journal from the fax machine by pressing Program, 0, 7, Copy. The report displays the last 25 faxes. Look for the change from the preceding day to the current one and use the number indicated.

Do not put a FAX on the desk of a TSR who is away for a day or more. That TSR will have notified the team of all of their outstanding issues.

If you send a tech support FAX in response to a FAX received, forward a copy to the CRW FAX Administrator. The FAX Administrator will then move your FAX from the inbox to the sentmail box so that a record of it's transmission can be kept.