

## The 7 Steps to Providing ACE Answers

Follow these 7 Steps and you'll always be doing the best you can to provide ACE Answers.

### STEP 1 – READ

- Read and understand the question completely.
- Check Customer History for context.
- Google unfamiliar words and phrases.
- Attach previous answers as required.

### STEP 2 - DATABASE/OTTO

- Check the Database or Otto for an answer.
- If available, study for accuracy, timeliness, and that it answers the customer's EXACT question.
- Edit the response as necessary.

### STEP 3 - KEYWORD SEARCH

- Answer not in Database?
- Use KEYwords from question to search for answer online.

### STEP 4 – RESEARCH

- Research the answer completely.
- Ensure information found addresses EXACT question.

### STEP 5 – WRITE

- Rewrite answer in Answer Box.
- Grammar, spelling, and complete sentences are very important.
- • Do not copy and paste information directly from web pages – there is ALWAYS an opportunity to edit it down to better suit our character count guidelines.

### STEP 6 – WORK STUFF CHAT ROOM

- No answer found in 2-3 mins? Ask your question in Work Stuff chat.
- Paste the following:
  - o Troublesome question
  - o Customer History (if relevant)
  - o What searching you have already attempted
- Use Operative's/fellow Agent's advice to help you answer the question.

- Still struggling after Op's help? Let them know.
- Don't re-post question, just explain your issue.

### **STEP 7 – APOLOGY**

- No answer found after all avenues exhausted? Do not wait for an Op to tell you what to do.
- Send the No Charge No Answer canned response from the database, or other appropriate database response.

**IMPORTANT: Returning a question to the queue or using the 'Request Help' options are not acceptable ways to handle a question. Operatives and fellow Agents are available in Work Stuff to help you all the way through.**