SMG Resolution from App 2021

Screen 1

5:57   ⏺ 🔋

< **Details** ∧ ∨

⏱ 20 Hours to Resolve
Customer Care
Case Id: 615-118239

Customer Care Case
Case Details
Customer emailed: 'I never got a receipt with my order. And I was going to look through it to see if I got everything and now I am upset about it because I didn't get my receipt. I would like some thing in return.' Customer requests a follow up email from GM or higher. Thanks!

Location Details ∧

00012308 - S. YELLOWSTONE HWY. & UNIVERSI
Feedback Date: 2/19/2021 3:34 PM
Event Date: 2/19/2021 12:00 AM

Customer Information ∧
Name: Jonathan Lawton
Email: jj.lawton23@gmail.com

Additional Information ∧
View Survey Questions

Topics ∧
❗ Tags are required before you can resolve this case
Edit Available Tags

Case Actions

Dashboard | Locations | Case | Reports | Menu

Screen 2

5:57   ⏺ 🔋

Add Tags ⊗

Primary Source of Dissatisfaction
Please select at least one category.

Accuracy of Order | Availability of Menu Items
Interaction with Staff | Payment Process
Quality of Food | Speed of Service | Other

Resolution Method
Please select at least one category.

Apology | Discount | Gift Card | Other
None

Save

Screen 3

5:57   ⏺ 🔋

< **Details** ∧ ∨

⏱ 20 Hours to Resolve
Customer Care
Case Id: 615-118239

Customer Care Case
Case Details
Customer emailed: 'I never got a receipt with my order. And I was going to look through it to see if I got everything and now I am upset about it because I didn't get my receipt. I would like some thing in return.' Customer requests a follow up email from GM or higher. Thanks!

Location Details ∧

00012308 - S. YELLOWSTONE HWY. & UNIVERSI
Feedback Date: 2/19/2021 3:34 PM
Event Date: 2/19/2021 12:00 AM

Customer Information ∧
Name: Jonathan Lawton
Email: jj.lawton23@gmail.com

Additional Information ∧
View Survey Questions

Topics ∧
❗ Tags are required before you can resolve this case
Edit Available Tags

Add a note
Forward Case
Scripted Response

Cancel
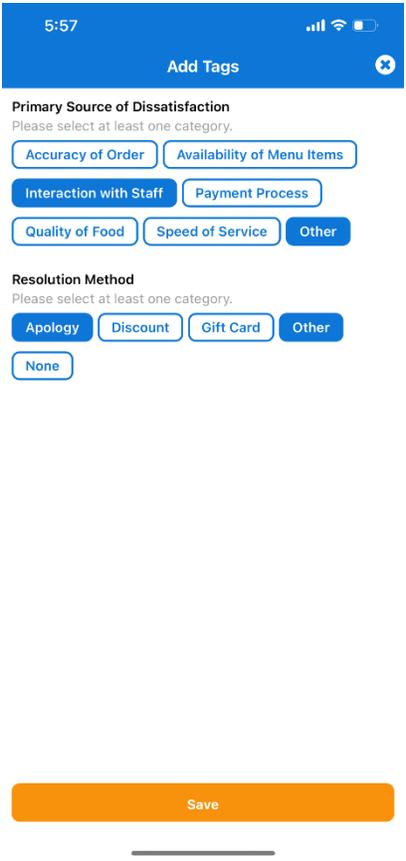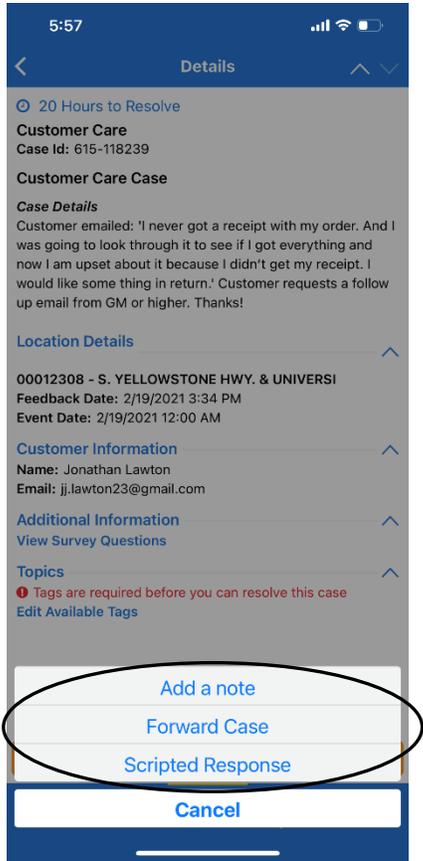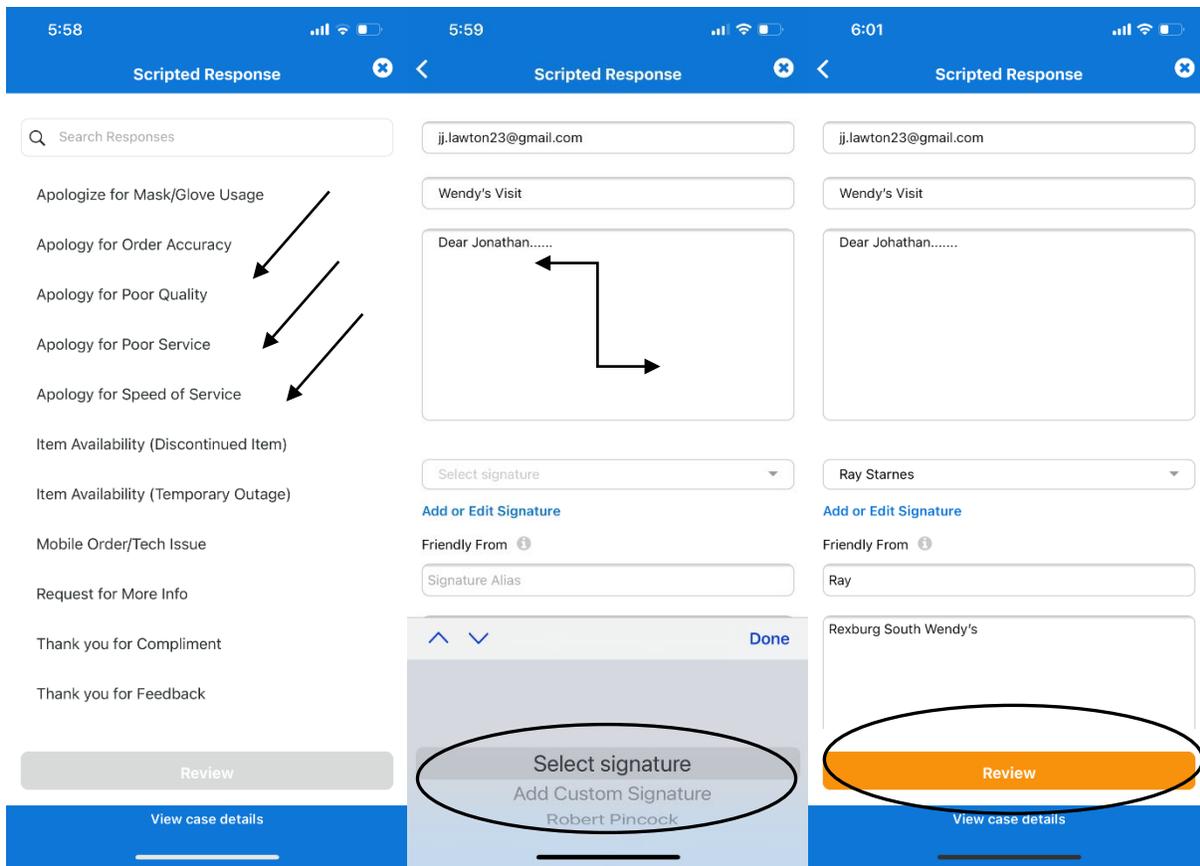

Click on the Alert to open. Click on the Topics to add "Tags"

Choose the tags (all that apply) and Save

If e-mail is provided in the customer Info section, click Case actions at the bottom and choose Scripted Response.

If phone is listed, call customer and add the conversation notes under "Add a note"

5:58   .ıll 🎧 ▯
Scripted Response ✕

5:59   .ıll 🎧 ▯
‹   Scripted Response ✕

6:01   .ıll 🎧 ▯
‹   Scripted Response ✕

First screen:

Q Search Responses

Apologize for Mask/Glove Usage

Apology for Order Accuracy

Apology for Poor Quality

Apology for Poor Service

Apology for Speed of Service

Item Availability (Discontinued Item)

Item Availability (Temporary Outage)

Mobile Order/Tech Issue

Request for More Info

Thank you for Compliment

Thank you for Feedback

Review

View case details

Second screen:

jj.lawton23@gmail.com

Wendy's Visit

Dear Jonathan......

Select signature ▾

Add or Edit Signature

Friendly From ⓘ

Signature Alias

^ ∨   Done

Select signature
Add Custom Signature
Robert Pincock

Third screen:

jj.lawton23@gmail.com

Wendy's Visit

Dear Johathan.......

Ray Starnes ▾

Add or Edit Signature

Friendly From ⓘ

Ray

Rexburg South Wendy's

Review

View case details

If it's a Scripted Response, it allows you to choose a response. Fill in all BLUE areas in the response before adding your signature OR choose custom response and write your own e-mail before signing.

Next choose add Signature and choose from the list (the first time you will need to add new signature.

Click Review to see the response that will be sent.

Scripted Response

Custom

To: jj.lawton23@gmail.com
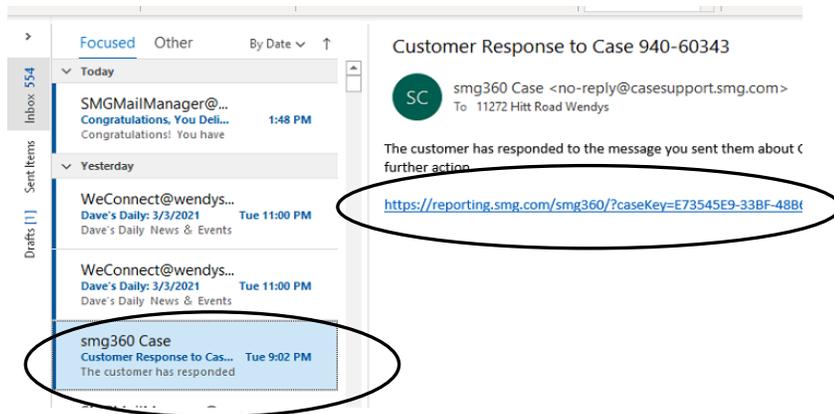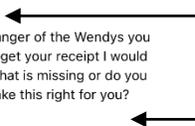
Subject: Wendy's Visit

Message:
Hello Jonathan
This is Ray Starnes the General Manger of the Wendys you visited. I am sorry that you did not get your receipt I would love to help you solve the issue. What is missing or do you think that we missed so we can make this right for you?
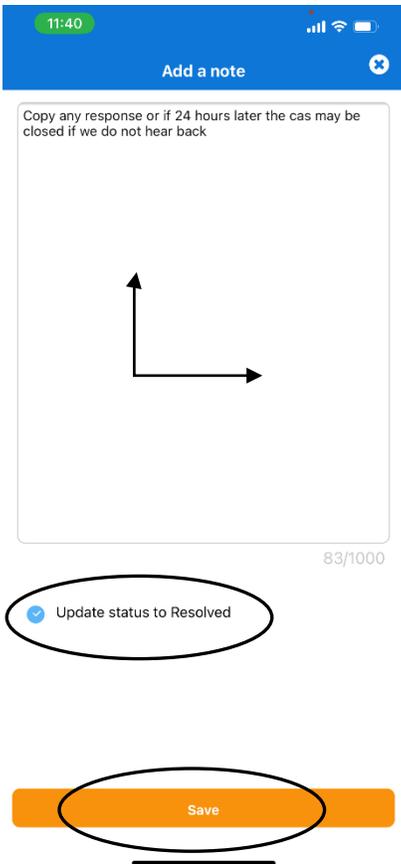Ray

Friendly From:
Ray
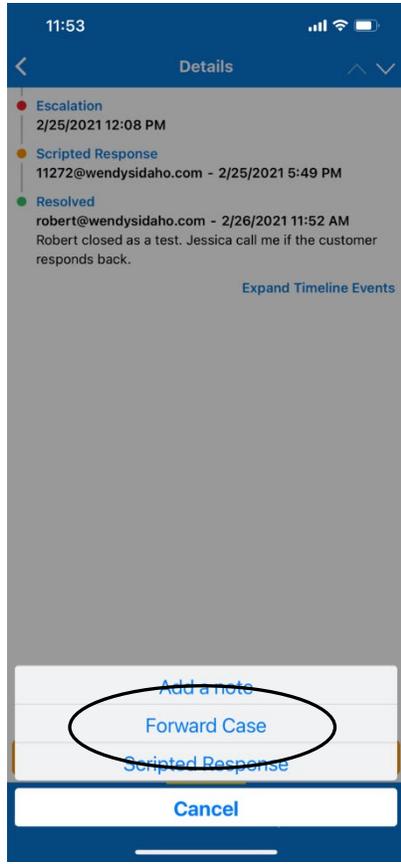
Signature:
Rexburg South Wendy's

Go Back   Send

View case details

Verify the e-mail text is complete and what you want (spelling and grammar check) Click send

Focused   Other   By Date ∨   ↑

Customer Response to Case 940-60343

SC   smg360 Case <no-reply@casesupport.smg.com>
To 11272 Hitt Road Wendys

The customer has responded to the message you sent them about C
further action

https://reporting.smg.com/smg360/?caseKey=E73545E9-33BF-48B(

∨ Today

SMGMailManager@...
Congratulations, You Deli...   1:48 PM
Congratulations! You have

∨ Yesterday

WeConnect@wendys...
Dave's Daily: 3/3/2021   Tue 11:00 PM
Dave's Daily News & Events

WeConnect@wendys...
Dave's Daily: 3/3/2021   Tue 11:00 PM
Dave's Daily News & Events

smg360 Case
Customer Response to Cas...   Tue 9:02 PM
The customer has responded

Inbox 554 | Sent Items | Drafts [1]

CAUTION

The e-mail gets sent from the store e-mail account. Customer responses will be sent to the store e-mail and you are responsible to follow up with them and forward the alert. A copy of the response goes automatically into the alert, but verify mailing address for any coupons or other info related to the case is complete. If the customer responds and you do not "see" the e-mail, you need to open the app and watch for responses, or no action will be taken.

11:40

Add a note

Copy any response or if 24 hours later the cas may be closed if we do not hear back

83/1000

Update status to Resolved

Save

11:53

Details

● Escalation
2/25/2021 12:08 PM

● Scripted Response
11272@wendysidaho.com - 2/25/2021 5:49 PM

● Resolved
robert@wendysidaho.com - 2/26/2021 11:52 AM
Robert closed as a test. Jessica call me if the customer responds back.

Expand Timeline Events

Add a note

Forward Case

Scripted Response

Cancel

11:54

Forward Case

Robert@wendysidaho.com

Coupon needed

Please select additional content that you would like to include in the forwarded message:

☑ Link to Case
☑ Case Type
☑ Source
☑ Event date/time
☑ Location Information
☑ Full TimeLine (all events)

Please send coupon as directed in notes

Ray Starnes

Send

If a phone conversation happened **OR** when the customer responds **OR** after 24 hours of NO response, add the resolution information in the note area, click Update status to Resolve and click Save

Lastly, forward the case to Robert. Click Case Actions and chose Forward Case.
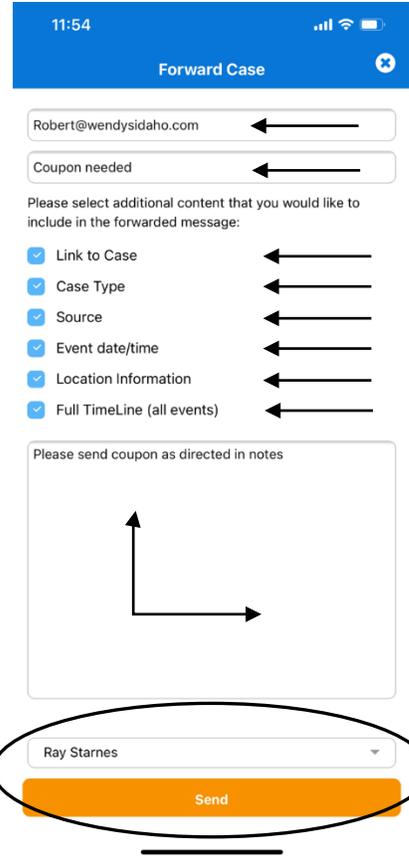
Type in my e-mail. Type in subject. Choose ALL Content. Choose your signature and click Send. I will follow any instruction in the case. (ie. send coupons)