



Online Access

Customer Support Department Policies

Welcome to the Customer Support Department of Online-Access, Inc. This is a supplemental document to your Online-Access, Inc. Employee Handbook that was given to you when you were hired into the company. In the event of a conflict between the two documents, the Online-Access, Inc. Handbook supersedes anything in this document. This is simply a document to more granularly lay out what is expected from employees as a member of the Customer Support Department. Anytime there are concerns about this document, feel free to direct any queries to either the Customer Support Department manager or the HR Department of Online-Access, Inc. for clarification.

Department Structure

The Customer Support Department at Online-Access, Inc. consists of the leadership (Manager and Assistant Manager) as well as a tiered level of support staff. The manager of the Customer Support department is Krysten Allen, and the assistant manager is Brandon Knapp. Support tiers are levels of customer support that increase based on the level of assistance needed. A higher support tier indicates a more complex problem that a more specialized support agent should assist with.

The three tiers of Customer Support are:

- Tier 1: General
- Tier 2: Technical
- Tier 3: Specialist

The tiered support system allows for career progression, with each tier building upon the skills and responsibilities of the previous tier. Customer Support Reps are encouraged to pursue ongoing training and development to advance through the tiers and receive increased compensation and recognition for their expertise.

Customer Support Tier Structure

All Customer Support Reps get hired at Tier 1. There is a minimum of 6 months in each tier before employee review and determination to graduate to the next tier. To advance to Tier 2 Technical Support, agents in Tier 1 must demonstrate proficiency in Tier 1 responsibilities and show a willingness to learn technical aspects of the job.

Training Requirements:

- Show knowledge of HTML and CSS

- Familiarity with Products and Training
- Understanding of SEO principles

To advance to Tier 3 Specialist, agents in Tier 2 must excel in Tier 2 responsibilities and demonstrate a deep understanding of 1 or more technical aspects.

Training Requirements:

- Advanced HTML proficiency
- Mastery of products
- In-depth knowledge of SEO practices

	<u>Tier 1 - General Support</u>	<u>Tier 2 - Technical Support</u>	<u>Tier 3 - Specialist Support</u>
Responsibilities	<ul style="list-style-type: none"> ● First String on Phones ● Answering customers with simple product or billing questions ● Handling account-related inquiries ● Assisting with knowledge-base content ● Managing password resets ● Facilitating email account setup ● Responding to GBP Reviews ● Reviewing AutoPilot Basecamp Tasks ● Performing audits ● Making basic HTML changes as needed 	<ul style="list-style-type: none"> ● All Tier 1 responsibilities (second string on phones) ● Making intermediate HTML & CSS changes as needed ● Advanced customer inquiries and questions 	<ul style="list-style-type: none"> ● All Tier 2 responsibilities ● Specializing in advanced technical support <ul style="list-style-type: none"> ○ Advanced Email Issues ○ Creating Subpages ● Handling customer and/or marketer SEO conversations and meetings ● Any customer-facing training on a product

Tickets and Tasks

The Customer Support Department is the first point of contact for our clients with Online-Access, Inc. whether it is via phone call, email, or text message. We are expected to be professional and respectful. We are dedicated to giving the best customer support in the industry, hands-down. We excel by having warm and welcoming voices, knowledgeable employees, and quick response times. When an issue arises for a customer, we are expected to either fix it or create a task for the appropriate department to help service our customers. The Customer Support Department also helps with audits and interdepartmental projects. That being the case, we have issues coming in from many different customers and departments through different sources throughout the day.

This is why our ticketing and task system is important to facilitate an effective workflow and communication. For more detailed protocols regarding tickets and tasks, please refer to the Resource Website that lays out the general rules as well

as detailed departmental rules. Just as a refresher though, every member of the Customer Support Department is expected to use the following guidelines when performing their duties related to tickets and tasks. Failure to do so may be considered insubordination and dealt with accordingly.

Behavior

It is important to keep in mind that we are all different people. As such, we have lived different lives and come from different backgrounds. It is okay to have fun while working, but we need to remember that the things that one person might think of as fun, might make others uncomfortable. As we all get to know each other, please speak up if anything makes you uncomfortable. If you are not comfortable speaking directly to your peers on the matter, or if it is repeat behavior that is not changing, please bring it to the department manager. On the same token, if you are not comfortable bringing it to the manager for any reason, or it is repeat behavior that the manager has done nothing to change, the HR department is always available for any concerns. Keep in mind that it is always best to address these concerns as soon as possible so that they can be addressed accordingly and make the environment a more comfortable place for everyone to work.

On the topic of behavior, there is the concept of venting. There are a few different teams at Online-Access, Inc. and they all have their policies and ways of doing things that can sometimes lead to frustration. We are a team and we should share not only in each other's joy but also in each other's frustrations. Venting about those frustrations is a normal, natural, and acceptable way of not letting things fester and eventually boil over. Keep in mind, however, that there is a fine line between venting about things normally and venting to the point of promoting toxicity amongst the team. Try to keep venting about other team members to a minimum and stay as professional as possible when doing so. If more in-depth frustration venting is needed, please bring it to your manager to avoid any sort of influence on other people's mindsets. Excessive venting in public may be seen as toxic behavior and will be dealt with accordingly. We are all cogs in the machine that keeps Online-Access, Inc. moving forward. Every single team member has their place whether it is apparent to you or not. At the end of the day, we all have a job to do.

Scheduling

Before diving into the scheduling and work-from-home policies, it is important to note that all of these policies are the default settings, so to speak. Everything is laid out in the unrealistic expectation that we all live in a perfect world that adheres to our preconceived schedules. Online-Access, Inc. does provide all of its employees a certain amount of reasonable flexibility in its scheduling as long as it is not taken advantage of. If deviations from the scheduling policies are needed, please let the department manager know as soon as possible so that appropriate measures can be taken as needed. Again, the flexibility in scheduling is on a per-case basis that is contingent on it not being taken advantage of. If a request for a scheduling deviation is not granted, please contact the HR department so that they can discuss why with the department manager.

There are two main schedules in the Customer Support department. There are some who Monday through Friday and their day begins at 8:30 AM and ends at 5:00 PM. And some work four 10-hour days and their days begin at 7:30 AM and end at 6:00 PM. You are expected to be at your workstation and available at your start time. You are also expected to be at your workstation and available until your end time.

You are expected to take a thirty-minute unpaid lunch break each day. It is left up to each employee when they want to take that lunch break, but taking it as close to the middle of the day is advised. During this period, you can be at your desk, but you are not to be doing any sort of work. The idea is to allow you to sit back, take a break from your work, and do something you find enjoyable. You are not allowed to use your lunch break at the beginning or the end of the day to try and make the work day shorter. You are not allowed to skip your lunch break to make up time lost elsewhere unless permitted by the department manager. If, on your lunch break, you decide to run some errands and you find yourself in need of extra time away from your work, please let the department manager know as soon as possible.

The Customer Support Department allows its employees two fifteen-minute paid breaks. One in the morning and one in the afternoon. These breaks are a privilege and should not be taken advantage of. Again, they are not to be manipulated or used in any way that shortens the work day. If abuse of these breaks is found, they can be revoked.

Instant Messaging

Online-Access, Inc. provides its employees with access to our instant messaging environment. Any time you are working you are expected to answer messages on the platform within five to ten minutes of receiving the message.

Any time you are away from your desk, whether it be your lunch break, your fifteen-minute break, a meeting, or any other reason that you are going to be away from your desk for longer than five minutes, it is your responsibility to make sure that you set your status on the instant messaging system accordingly so that people can see that you are away and may not be available for the time being.

Working at Home

A new initiative aimed at recognizing and rewarding the dedication and competence demonstrated by our Customer Support Representatives. After one year of consistently delivering high-quality support during five 8-hour shifts, eligible representatives will be granted the privilege of one work-from-home day per week. This opportunity is designed to enhance work-life balance and acknowledge your commitment to providing excellent service to our customers. However, it is important to emphasize that this privilege is contingent upon continued competence and adherence to performance expectations. Work-from-home days are limited to Mondays or Fridays and should not be considered an entitlement. If at any point this privilege is abused or taken advantage of, it may be subject to revocation.

Other reasons why you can request work-from-home time are...

If you are feeling unwell, contact the department manager and you may be able to work from home as long as you are not feeling sick to the point of being incapable of performing your duties. If you are suffering from anything that might be any sort of cold or flu, please just contact your manager. Too many times, there have been claims of people having allergies and then the whole department catching these allergies. It is better to be on the safe side with these things than to risk an entire department being out sick. Again, as long as you can perform your duties and you have not been found to take advantage of the opportunity, working at home most likely will be approved.

In the event of inclement weather, working at home might be approved. Safety is first in these situations and we never want anyone putting themselves in danger to make it to the office when we can be safe and work at home. If there is

inclement weather and working at home has not been announced, please contact your department manager if you feel unsafe traversing to work.

From time to time, there might be life events that cause you to have to be at home. Large deliveries, babysitter cancellations, contractors coming to your house, etc. Whatever the reason may be, there are times when your presence is required at home. As long as your presence at home does not prevent you from performing your duties, please contact your department manager, and working at home will most likely be approved as long as it has not been taken advantage of or done too frequently.

When working from home there are certain expectations from the department manager. Most importantly, you have an internet connection capable of performing your duties. You are also expected to be available on the instant messaging service provided by Online-Access, Inc. and answer messages according to the policies laid out in the instant messaging policy. If for some reason, you are unable to meet these expectations, please contact your department manager to discuss your particular restrictions and possible solutions.

If a request for working at home is not granted, please contact the HR department so that they can discuss why with the department manager.

Time off Requests

You will be given a link to an online form to fill out if you need to request time off. In the event of an illness, your manager may fill out the form in your stead to register for that time off. Please try to schedule time off as soon as possible and definitely within two weeks of the date of the time off, when possible. Please refer to your Online-Access, Inc. Handbook for any further inquiry as to how time off requests work.

Discipline

Discipline in the department will be handled with a point system. Any infraction of the company or department's policies will earn the offending party a number of points from 1 to 5 based on the severity of the offense and will be accompanied with a write-up. The points will stay on the employee's record for a rolling year before falling off. For example, if an incident occurred on May 5th, 2020, the points would fall off the employee's record on May 5th, 2021. Once an employee reaches 10 points, a meeting will be had with the department manager and the HR department to discuss the issues and possible solutions. The employee will then be placed on a six-month probationary period where any further infractions will result in the department manager's recommendation for immediate dismissal of the employee.

Employee Reviews

Every January and every July, the manager of the department will perform reviews of the employee's performance. These reviews are so that everyone can keep a finger on the pulse of how the employee is doing as well as plan where the employee wants to go as far as professional growth. Please note that a performance review does not indicate a pay increase as those are generally on a different schedule dictated by the owner.