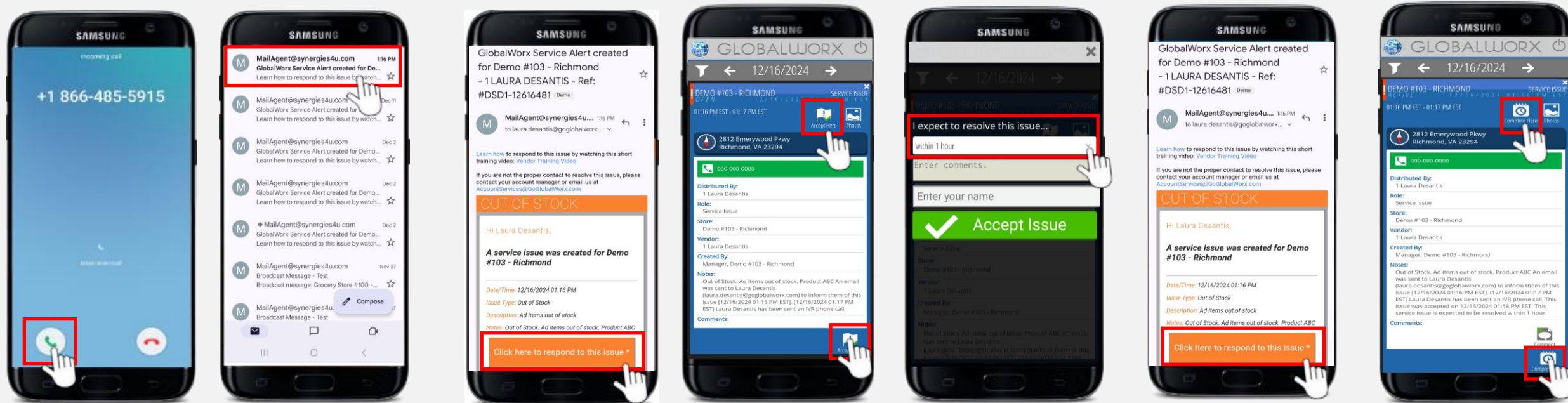


Kroger Escalated Alert Guide

Step-by-Step Guide To Accepting & Completing Escalated Alerts



RECEIVING AN ALERT

IVR Phone call: (866) 485-5915

- Description of the service alert
- Verbally prompted steps on how to ACCEPT escalated alerts

Email: MailAgent@Synergies4U.com

- Additional service alert details
- ACCEPT AND COMPLETE escalated alerts through platform
- Provide additional comments

ACCEPTING AN ALERT

STEP 1

Open the email and select the "click here to respond to this issue" button.

STEP 2

Once you are ready to accept the alert, select one of the "Accept Here" icons.

STEP 3

Select the timeframe when you intend to resolve the opportunity. Enter in your name. Then select "Accept Issue".

Accepting the Escalated Alert provides instant feedback to the store that you are aware of the alert and when you anticipate the opportunity will be resolved. To view alerts created on a previous day, use the white arrows at the top of the screen.

**Please direct any inquiries to KrogerDSD@tactiqtech.com.*

COMPLETING AN ALERT

Click the link to open the escalated alert from the original email. Select one of the "Complete Here" icons. Alerts can also be completed at the tablet when checking in or out.

Note: Escalated Alert cannot be completed through the phone call



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