PPC Inbox Process - ppc-reach@

Mandatory:

ARF - - If not existing customer mark **NO-ARF** - In subject
Customer name - In subject
Region - In subject
IF priority ticket? - Needs to be marked **URGENT** (start of subject) and line manager approved (and cc'd in)
Any attachments - GDN etc

Preferred:

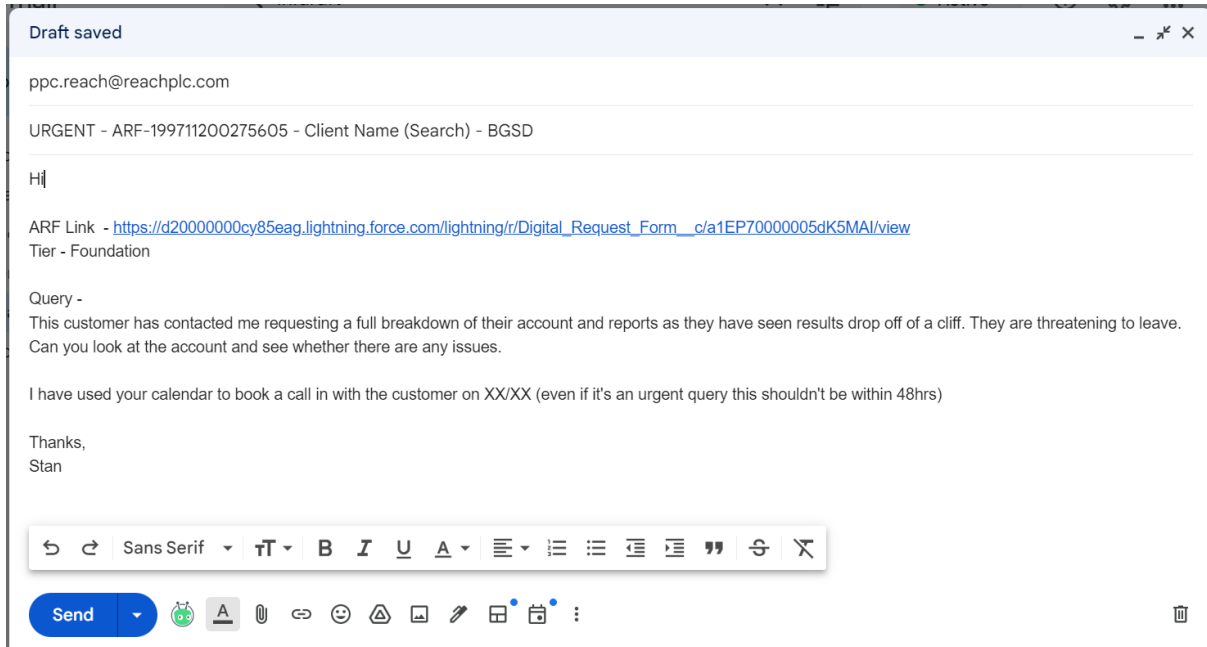Customer service - Search, GDN, Shopping, YouTube
ARF Link
Customer Tier

SLAs

Response within 1 working day - Could be holding response depending on query
Resolution within 5 working days unless ongoing and that will be communicated

Example

Unless it is an ongoing issue the email shouldn't be addressed to an individual person in the first instance as it tends to funnel work to one person (it will be assigned to a person capable of answering)

The PPC team's calendars will also be rolled out, mine is here: https://calendar.app.google/V3yeYHipfxkJX8dE6 and will be in our signatures.

This will allow you to see when the team is available for calls and book in a time.

You can only book in with 24hr notice period as to avoid calls being booked in with no preparation time.

If you are unable to see a time slot on a given day this will be because they are already booked in on a call.