# Instruction Manual:

# Connecting bank employees to Customer Support System

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To register in the Customer Support System (hereinafter referred to as the CSS), it is necessary to email a personal manager the application for connection with a list of employees to be granted access. The application must be signed by the administration of the business unit. See Appendix 1 for a sample application.

The list also must include the following details.

| № | Details | Comment |
|---|---------|---------|
| 1. | Organization name | |
| 2. | Business unit | Fill in the full name of the business unit. |
| 3. | Employee's full name | The employee's full name (name, surname, middle name) |
| 4. | Job title | The employee's job title |
| 5. | Business phone number | Fill in the employee's business phone number |
| 6. | Mobile phone number[1] | Fill in the employee's mobile phone number. The speed of fulfilling requests directly depends on the convenience of communication. |
| 7. | Activate SMS service | Yes/No |
| 8. | Fax | Fill in the fax number (to send correspondence) |
| 9. | Email address | Fill in a personal email address that will be used to contact the employees of the service center. It is possible to use personal mailboxes on public mail servers: mail.ru, narod.ru, etc.<br><br>**NOTE!**<br>**It is forbidden to fill in one mailbox for a group of employees.** |

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[1] SmartCard-Service JSC offers an opportunity to activate additional SMS service on employees' mobile phones which they specified when registering in the system. The SMS has the following functionality:
- processing of typical SMS requests from customers;
- sending SMS notifications to customers about actions taken in the CSS;
- sending mass texts to customers.

Appendix 1

## SAMPLE APPLICATION FOR REGISTRATION OF EMPLOYEES

To the CEO

Of SmartCard-Service JSC

Vladimir Vasiliev.

On registration in the Customer Support System

APPLICATION FOR CONNECTION

I ask you to register *<the name of the organization>* in the Customer Support System of SmartCard-Service JSC.

Appendix: List of employees for registration on *<the number of sheets>* (e.g. "*on 3 sheets*") in 1 copy.

Appendix to

The application *"Name of organization"*

## List of employees for registration in the CSS

| № | Business unit | Full name | Job title | Business phone number | Mobile phone number | SMS service | Fax | Email address | Mail address | Numbers and dates of issuing the certificates |
|---|---|---|---|---|---|---|---|---|---|---|
| 1. | | | | | | | | | | |
| 2. | | | | | | | | | | |