

Subject: Mar 15, 2018 2:56:12 PM Conversation #36578798

From: [REDACTED]  
Date: Thu, 15 Mar 2018 14:56:12 -0400  
To: [REDACTED],  
navin-[REDACTED]

# Interaction information

interID: 36578798  
startTime: 2018-03-15T14:56:12-0400  
endTime: 2018-03-15T15:04:48-0400  
employeeID: [REDACTED]  
buddyName: [REDACTED]  
networkID: MicrosoftUC  
employeeIPAddr: 10.98.74.186  
serverName: Zantaz  
dbID: VantageUSP01.us.db.com:1433?database=VantageUSP01  
deploymentID: 0  
outgoingFlag: false  
supervisedFlag: true  
internalFlag: true  
roomName:

# Start of interaction

# Participant MicrosoftUC:navin-[REDACTED] entered on 2018-03-15T14:56:12-0400

# Participant information

buddyName: navin-[REDACTED]  
networkID: MicrosoftUC  
employeeID:

# End of participant information

MicrosoftUC:navin-[REDACTED] (2018-03-15T14:56:12-0400): Hi Cynthia,

MicrosoftUC:[REDACTED] (2018-03-15T14:56:57-0400): hi

MicrosoftUC:navin-[REDACTED] (2018-03-15T14:57:37-0400): Are you looking to get exception f  
or scanned copies

MicrosoftUC:navin-[REDACTED] (2018-03-15T14:57:43-0400): for Caterpillar Trust

MicrosoftUC:[REDACTED] (2018-03-15T14:57:51-0400): yes but ive already sent in the req  
uest 3 times

MicrosoftUC:[REDACTED] (2018-03-15T14:57:59-0400): romi will grant it

MicrosoftUC:navin-[REDACTED] (2018-03-15T14:58:19-0400): So, you will route this case to AB  
R directly not to us

MicrosoftUC:navin-[REDACTED] (2018-03-15T14:58:32-0400): Then they will grant exception

MicrosoftUC:[REDACTED] (2018-03-15T14:58:52-0400): ive done that a million times i was  
just told to attach the crp form and resubmit

MicrosoftUC:[REDACTED] (2018-03-15T14:58:59-0400): cant you just route it please?

MicrosoftUC:[REDACTED] (2018-03-15T14:59:48-0400): look at the back and forth...

MicrosoftUC:[REDACTED] (2018-03-15T14:59:52-0400): I can route but it's a system algo  
rithm when you will request to exception from ABR

MicrosoftUC:navin-[REDACTED] (2018-03-15T14:59:59-0400): then they will grant

MicrosoftUC:navin-[REDACTED] (2018-03-15T15:00:07-0400): and it will track further

MicrosoftUC:navin-[REDACTED] (2018-03-15T15:00:22-0400): I am routing back to you

MicrosoftUC:navin-[REDACTED] (2018-03-15T15:00:29-0400): Please route case to ABR

MicrosoftUC:[REDACTED] (2018-03-15T15:00:42-0400): omg this is so silly and such a waste of time

MicrosoftUC:[REDACTED] (2018-03-15T15:00:54-0400): i needed this acct open already

MicrosoftUC:navin-[REDACTED] (2018-03-15T15:01:16-0400): First time you did correctly

MicrosoftUC:[REDACTED] (2018-03-15T15:01:35-0400): I KNOWWWW

MicrosoftUC:[REDACTED] (2018-03-15T15:01:53-0400): i didnt know i had to continue to submit as exception each time it gets rejected back to me

MicrosoftUC:[REDACTED] (2018-03-15T15:01:55-0400): thats so silly

MicrosoftUC:navin-[REDACTED] (2018-03-15T15:02:17-0400): For this Romi can advise

MicrosoftUC:navin-[REDACTED] (2018-03-15T15:02:24-0400): She is from ABR team

MicrosoftUC:[REDACTED] (2018-03-15T15:02:39-0400): someone needs to update the procedure as to not waste time

MicrosoftUC:[REDACTED] (2018-03-15T15:02:53-0400): please be sure to bring this up to management

MicrosoftUC:navin-[REDACTED] (2018-03-15T15:03:18-0400): Once you will get exception then you have to route this case to AOG

MicrosoftUC:navin-[REDACTED] (2018-03-15T15:03:34-0400): Then we will proceed further

MicrosoftUC:[REDACTED] (2018-03-15T15:04:12-0400): this process is not efficient

MicrosoftUC:[REDACTED] (2018-03-15T15:04:39-0400): a million rejections and continuous requests for the same exception each time?

MicrosoftUC:[REDACTED] (2018-03-15T15:04:44-0400): makes no sense

# Participant MicrosoftUC:navin-[REDACTED] left on 2018-03-15T15:04:48-0400

# End of interaction