

Hubcase Hosted Solutions

If an organization does not have an in house CRM/helpdesk system, or does not want to integrate with CRM for Vendor escalation. It can always use Hubcase hosted service, and escalation will be “out-of-the-box”.

Example: ATT customer has iPhone4 dropped call problem escalates to Apple. Both use Hubcase hosted solution.



GENERAL INFORMATION

TICKET ID: 168139

CREATED BY: ATTADMIN

ON 2010-07-16 22:58:35

Summary: *

Request Urgency:

Status:

Customer Interactions

Internal Notes

Escalation Out

Description:

----- Updated by attadmin, 2010-07-16 22:59:50 -----
Hi Apple, this appears to be the antenna problem. Please advise.
Thanks, att level 3 support.

Attachment: No file chosen [Attach another file](#)

Escalated to

Send updates to the escalation partner ☐

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