

Tech Bulletin: New FSM Escalations



New FSM Escalations

Hello,

Beginning on Monday January 31st, Viasat will enable the following new types of escalations in FSM. Here's what they mean to you!

These escalations serve only as a record of the incident and do not require any action by the retailer, including closure of the escalation on the work order. Only approved Viasat personnel may open or close these escalations.

Office of the President (OOP) Escalation

An *Office of the President (OOP)* escalation on a work order signifies that the customer has made Viasat leadership aware

of a serious issue.

In the event you discover an *Office of the President (OOP)* escalation on a work order, the customer is not to be contacted regarding the subject of the escalation unless otherwise permitted to by Viasat or your Master Agent.

Open escalations

Name	Start date	Started by
Office of the President (OOP)	01/02/2022 10:00:00 AM MST	John Smith

Example of an *Office of the President (OOP)* escalation on a work order

Sales Channel Change Requested Escalation

A *Sales Channel Change Requested* escalation on a work order signifies that the customer is to be reassigned from one business channel to another, generally from SI to Fulfillment or vice-versa.

Open escalations

Name	Start date	Started by
Sales Channel Change Requested	01/02/2022 10:00:00 AM MST	John Smith

Example of a *Sales Channel Change Requested* escalation on a work order

Service Region Coverage Required Escalation

A *Service Region Coverage Required* escalation on a work order signifies a more complex case of no calendar availability, not

necessarily due to the lack thereof, but rather a shortage of workforce.

Open escalations

Name	Start date	Started by
Service Region Coverage Required	01/02/2022 10:00:00 AM MST	John Smith

Example of a *Service Region Coverage Required* escalation on a work order

Have questions? Email the [FSM Administrator](#) team! Stay safe!