

Kick Off Resources - (Approx. 7 minutes)

- Escalations Process Evolution Overview (7 minutes)

Part 1 - (Approx. 1 hour 17 minutes)

- Escalation Ticket Components (33 minutes)
- Escalation Tab Review (10 minutes)
- Escalations Practice: Ticket Navigation (4 minutes)
- Salesforce Navigation (8 minutes)
- Citizen's Details Page (10 minutes)
- Case Details Page (9 minutes)
- Escalations Practice: Citizen's and Case Details Page (3 minutes)

Part 2 - (Approx. 39 minutes)

- Escalations: Dashboard Navigation (3 minutes)
- Escalations Practice: Dashboard Navigation (3 minutes)
- Escalations: Dashboard Widget Review (5 minutes)
- Escalations: Exporting Reports (3 minutes)
- Escalations: Tier 1 Review (5 minutes)
- Escalations Practice: Tier 1 Review (3 minutes)
- Escalations: County/CMA Ticket Resolution (7 minutes)
- Escalations Practice: County/CMA Ticket Resolution (3 minutes)
- Escalations: Ticket Reassignment (4 minutes)
- Escalations Practice: Ticket Reassignment (3 minutes)

Part 3 - (Approx. 22 minutes)

- Escalations: External Communications (11 minutes)
- Escalations: Internal Communications (4 minutes)
- Escalations Practice: Internal/External Communications (3 minutes)
- Salesforce Sign in & MFA (2 minutes)
- Escalations Practice: Logging into Salesforce (2 minutes)

Bright Total Time Commitment: 2 hours 18 minutes