## **Information Captured by Tier 1 Representative**

- Account Information (Facility)
  - o Company Name
  - o E-mail Address (of caller)
  - o CSAT Registration Number (if they already have one)
  - o Phone Number
  - o Fax Number
  - o Industry (usually Chemical)
  - o Physical Address
    - Street Address
    - City
    - State
    - Zip Code
    - Country
  - o Website
- Contact Information
  - o First Name
  - o Last Name
  - o E-mail Address
  - o Phone Number
  - o Mailing Address
    - Street Address
    - City
    - State
    - Zip Code
    - Country
- Case (Ticket) Information
  - o Case Number
  - o User Category (Preparer, Submitter, etc.)
  - o Case Status (Open, Closed, Escalated. etc.)
  - o Case Origin (Phone, E-mail, Fax)
  - o Priority
  - o Subject
  - o Description
  - o Case Reason
  - o Solution Title
  - Solution Details