

Going Live September 6th!

You will now be able to communicate your availability for a case by clicking a button - via email, or in your ii portal!

1) New cases offered by email

Dear Amanda, Coleman

This email is to notify you of a new appointment request which matched your profile.

Please review the details below and let us know if you are available by using the 'Accept' and 'Decline' buttons at the bottom of this email.

Be sure to quote the booking reference (#2125414) in all correspondence.

Further assignment details, including the location's full address and consumer's information, will be sent to you in a confirmation email once you have been assigned to the job.

Booking Details: #2125414

Booking Details: #2125414
Customer: AAA Insurance (test)
Client: AAA Test
Location: null, null
Requestor Phone: 6124420805
Requested By: A Coleman (6124420805) [ME Ops Mgr]
Language: American Sign Language
Date and Time: Sunday 08/04/19 8:00 AM - 10:00 AM PDT
Booking Mode: Face to Face **Phone (if applicable):**
Additional Notes: middle english testing offer pool

Please click Accept to take this assignment, or Decline to let our team know you are not available.

Accept

Decline

When you select "Accept" you'll be directed to this screen within your internet browser:



Job Offer Accept

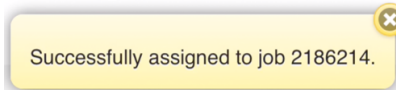
Your availability for job 2125414 has been recorded. If assigned, you will receive a confirmation email.

IMPORTANT Your selection does NOT automatically assign you the case. Our team will monitor the selections and assign manually. If assigned, you WILL receive an email confirmation.

If assigned, you'll confirm your case in ii as you typically do. Confirming verifies that you're available, have vetted the case, and are committed to fulfill this job.

- If you don't receive an emailed confirmation within 24 hours, or received any direct contact from us, you have not been assigned. Feel free to reach out to the Middle English team with questions, or for an update.
- If a case is already assigned and you click accept in the email, a pop-up will inform you that the case is no longer available.
- Case offers found in your ii portal are still unassigned.

For a select group of customers, Clicking the Accept button will Assign you to the case immediately. You will see a message saying you have been assigned to the case.



When assigned, you will always receive an email confirmation.

2) New cases offered in ii

1. Log into your ii portal (username: password).
2. On your dashboard, under the tab "Offered" you will find all cases that have been offered to you.
3. To view case details, click on the job number
4. To make your selections, click on the scroll bar to the left of the job number

Offered Jobs - 7 Offered Jobs found.										
Action	ID	Md.	Location	Start Date	Start Time	Hrs	Language	Size	Status	Avl.
	2110586		* main office Bancroft road, ...	08/13/19	11:00 AM	1:00	ase	1		Yes
	View More		* main office Bancroft road, ...	08/14/19	10:00 AM	1:00	ase	1		Yes
	<input checked="" type="checkbox"/> Accept Offer		* main office Bancroft road, ...	08/20/19	11:00 AM	1:00	ase	1		Yes
	<input type="checkbox"/> Decline Offer		* main office Bancroft road, ...	08/20/19	11:00 AM	1:00	ase	1		Yes
	2110588		* main office Bancroft road, ...	08/27/19	11:00 AM	1:00	ase	1		Yes
	2105280		* main office Bancroft road, ...	08/28/19	10:00 AM	1:00	ase	1		Yes
	1756169		* Princess Grand 9245 Charles...	09/01/19	12:00 PM	5:00	ase	1		Yes
	1756171		* Princess Grand 9245 Charles...	11/01/19	12:00 PM	5:00	ase	1		Yes