

# Your O2 Automation Hub User Guide



# Contents

## **3 Automation Hub – What Can I Do with It?**

### **4 Why use the Automation Hub?**

- 4 Automation Hub - Getting Started
- 5 PCS Work Requests
- 6 Commissionable Work
- 7 Commissionable Work Tips

## **10 Tariff Generator**

### **10 How to Build Your Tariff**

- 11 BCAD's
- 11 Tariff Generator FAQ
- 12 Tariff Building Tips

## **14 Ad-hoc and Non- Commissionable Work**

## **17 Automation Hub – General FAQ**

- 18 What Can't the Automation Hub do?

## **20 References**

- 21 Have a question for us?

# Automation Hub — What Can I Do with It?

# Why use the Automation Hub?

Using O2's dedicated Automation Hub speeds up the requests you make.

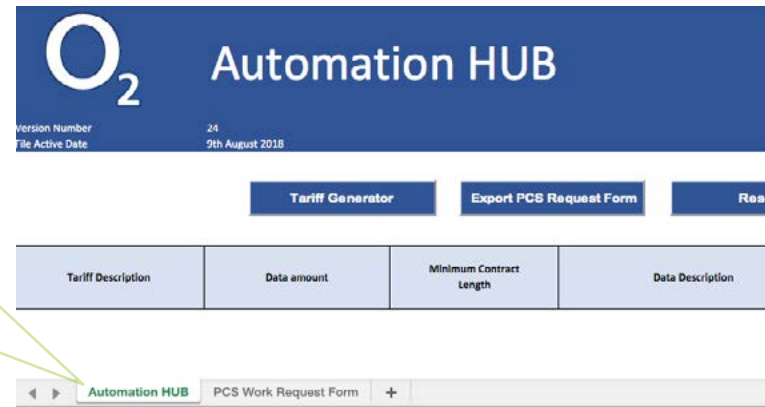
Wherever possible, using the Hub will see your commissionable and non-urgent ad-hoc work progress through Chess' and O2's SLA's in a lot less time than sending in written requests. We understand that customers will always have time-critical

requests and where possible, we will accommodate those over the phone for our Partners.

However, there are some cases where we cannot assist over the phone, such as commissionable work and tariff changes. These must go via the O2 teams and must be submitted in writing, including the Hub where possible.

## The Automation Hub – Getting Started

There are two main tabs we use to get all the information we require on your requests:



# PCS Work Requests

The tick boxes found in the top left of the PCS WORK REQUEST tab are the biggest aid to filling in all you need. In ticking all required, you'll notice headers turn dark blue.

Anything highlighted in dark blue needs to be filled out for your request to be processed.

*Please note: Your rev share code is 7 digits long. If you are unsure of it, please contact the support teams to update you.*



|                             |                |
|-----------------------------|----------------|
| Partner or Distri Name:     | AUTOMATION HUB |
| Rev Share Code:             | 1234567        |
| Partner or Distri Password: | X              |
| Requested By:               | X              |
| Partner Email Address:      | X              |

## Select Your Work Request

- Change Billing Date
- SIM Swap
- Username Change
- Cost Centre
- Full Bar
- GPRS Bar
- IMEI Bar
- Roaming Bar

- PAC Code
- New Connection
- Additional Connection
- Upgrade
- Tariff Change
- Port to New Account
- Port to Existing Account
- Allow Over 18 Content

- Digital Account
- Add Service
- Remove Service
- Migration
- Handset 24 Hour Rep
- DMG Report
- SIM Refresh
- Unlatch

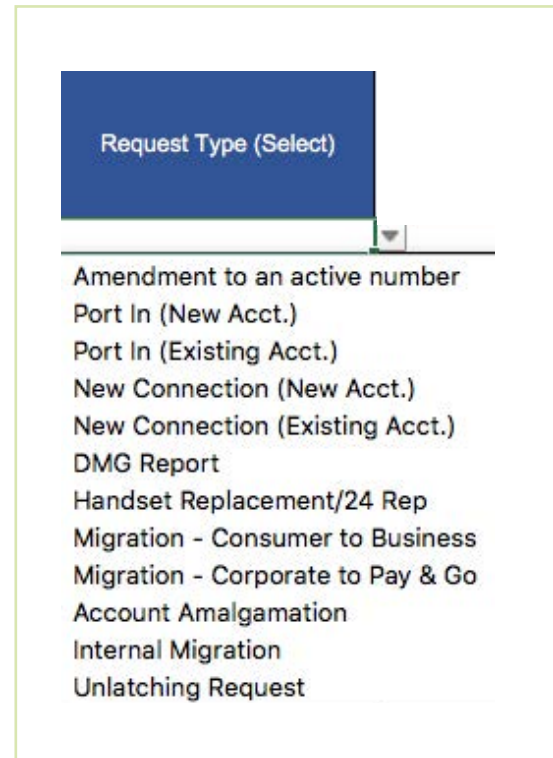
- Address Change
- DD Amendment
- Contract End Date

# Commissionable Work

In the PCS Work Request tab of the document, make sure you select the top left tick boxes to highlight the fields you need to fill out. Then, in column 'A' REQUEST TYPE, select the relevant action from the below list:

## Main requests are usually:

1. NEW CONNECTION (New Account) and NEW CONNECTION (Exist. Account)
2. UPGRADE (Resign) in the drop down is 'AMENDMENT TO ACTIVE NUMBER' N.B- Can be combined with Tariff changes
3. PORT IN (New Account) and PORT IN (Exist. Account)



The image shows a screenshot of a dropdown menu. At the top is a blue header box with the text "Request Type (Select)". Below this is a list of request types, each on a new line. The list includes: "Amendment to an active number", "Port In (New Acct.)", "Port In (Existing Acct.)", "New Connection (New Acct.)", "New Connection (Existing Acct.)", "DMG Report", "Handset Replacement/24 Rep", "Migration - Consumer to Business", "Migration - Corporate to Pay & Go", "Account Amalgamation", "Internal Migration", and "Unlatching Request".

# Commissionable Work Tips

1. All work that instructs a charge to the customer must be confirmed by the Partner to the support team in question, either on the Hub or in the body of a ticket/over the phone. This is for compliance reasons to avoid errors for the end user.
2. On all commissionable work it is important to remember that on the PCS work request you leave the below columns empty. The tariff generator (**CLICK HERE**) will auto input into these areas for you. The only exception is the Parent MPN column as this must be manually filled (should it be needed).

|              |                 |   |  |   |
|--------------|-----------------|---|--|---|
| Package Code | Type of Handset | Parent MPN/<br>Agreement Number<br>to be linked | Add Additional<br>Service (Separate by<br>comma) | Remove Additional<br>Service (Separate by<br>comma) |
|--------------|-----------------|---|--|---|

3. Connection, porting or upgrading plans that have parent MPN's additional sharers (child) attached, you must instruct the automation Hub of the Parent MPN number for the sharers to be attached. This will be highlighted in dark blue to remind you to fill out. Failure to do so will see a rejection of the form and a delay in processing.

4. When adding in a BG credit vet reference, please input as received. e.g. BG-002012345 keeping all dashes and zeros in.

**Credit Vet Ref: BG-002012345**

5. You must fill out the contract term field. Despite the tariff generator understanding the minimum contract term of a tariff, you need to make sure you confirm the contract length agreed with your customer. e.g. 36 Months.

**Contract Term**

## Commissionable Work Tips

6. You can still select to assign bars, usernames and cost centres when submitting the Hub with commissionable work. Make sure all fields required are filled out for this by selecting the action in the top left tick boxes and entering information into all columns highlighted dark blue.

**Select Your Work Request**

|   |   |
|---|---|
| <input type="checkbox"/> Change Billing Date        | <input type="checkbox"/> PAC Code                 |
| <input type="checkbox"/> SIM Swap                   | <input type="checkbox"/> New Connection           |
| <input checked="" type="checkbox"/> Username Change | <input type="checkbox"/> Additional Connection    |
| <input type="checkbox"/> Cost Centre                | <input checked="" type="checkbox"/> Upgrade       |
| <input type="checkbox"/> Full Bar                   | <input checked="" type="checkbox"/> Tariff Change |
| <input type="checkbox"/> GPRS Bar                   | <input type="checkbox"/> Port to New Account      |
| <input type="checkbox"/> IMEI Bar                   | <input type="checkbox"/> Port to Existing Account |
| <input checked="" type="checkbox"/> Roaming Bar     | <input type="checkbox"/> Allow Over 18 Content    |

7. If you scroll along to the end of the PCS work request form when reviewing, you will see that after the tariff generator has finished building the tariff text has appeared in non-dark blue highlighted columns. This is used by the automated system as a failover so please do not remove it.

| Tariff Description | Date Amount | Minimum Contract Length | Data Description | Prices | Services |
|--------------------|-------------|-------------------------|------------------|--------|----------|
|--------------------|-------------|-------------------------|------------------|--------|----------|

8. You can drag the right corner of the 'REQUEST TYPE' cell down to duplicate as many times as required to save multiple entries. This does not work on cells with numerical content as it will cause them to list the numbers in sequence, distorting your data.



# Tariff Generator and Spend Caps

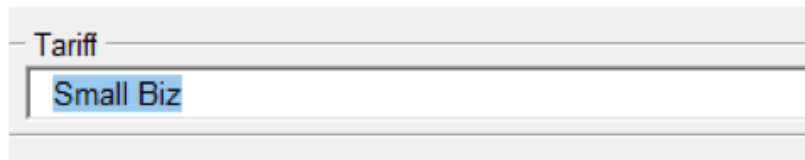
The background of the slide is a solid light green color. At the bottom, there are several concentric, semi-transparent green arcs that curve upwards, creating a decorative, wave-like effect.

# Tariff Generator

Using the bottom left tab selection, change to the **Automation Hub** tab and then click the **Tariff Generator** button.

## How to Build Your Tariff

When selecting your tariff, you scroll and select your initial tariff in the top 'Tariff' line.



The screenshot shows a dropdown menu titled "Tariff". The selected option is "Small Biz", which is highlighted in blue. The menu is open, showing the selected item and the dropdown arrow.

Once on the correct type of tariff, scroll and highlight in the 'Package Details' box.



The screenshot shows a table titled "Package Details" with four columns: "Data amount", "Price", "Data Description", and "Min Contract Length". The table contains five rows of data. The third row, which has "50GB" in the "Data amount" column, is highlighted in blue.

| Data amount  | Price | Data Description | Min Contract Length |
|--------------|-------|------------------|---------------------|
| 50GB (Promo) | 70.00 | iPhone           | 24                  |
| 50GB (Promo) | 70.00 | Smartphone       | 24                  |
| 50GB         | 70.00 | iPhone           | 24                  |
| 50GB         | 70.00 | Smartphone       | 24                  |
| 50GB (Promo) | 65.00 | iPhone           | 24                  |

N.B: You will note that the tariffs in the package details box are duplicated with the only difference being 'iphone' or 'Smartphone'. This instructs the automated system to assign those APN's to the phone. If you are unsure of the device your customer is using, please select smartphone. If these need to be updated, you can request this over the phone or via email ticket to Partner support. Min contract length cannot be altered to sign the tariff for less than that, but you may sign for more than the minimum term (E.G 36 months)

# Tariff Generator Cont.

Next, on the Spend Cap box you must select if you are opting the customer 'in' or 'out' of the cap. If you are opting in, you then need to select the amount of the cap. This determines how much over the agreed tariff amount the customer can go to.

**Spend Cap**

would Like a Spend Cap     I would NOT Like a Spend Cap

**Please select a Spend Cap.**

If your customer opts out of the spend cap, they will be liable for out of bundle charges once they go over their usage allowance. They will continue to be alerted at 80% & 100% of their usage allowance within their tariff, and again they will be alerted when they reach 80% & 100% of their cap amount.

Once selected, ensure you instruct the 'I would like the ROW' pass box appropriately.

I would Like a RoW Pass

If this is unticked, it will mean should the customer travel outside Europe, they will be charged for data by the KB. It will then auto highlight the opt out line in the 'Bolt On' section like so:

|                                     |        |      |                  |
|-------------------------------------|--------|------|------------------|
| <input checked="" type="checkbox"/> | ROOOUT | 0.00 | ROW Pass Opt-out |
|-------------------------------------|--------|------|------------------|

I would Like a RoW Pass

# Tariff Generator Cont.

If this box is ticked, they receive a landing page once in the country allowing them to purchase a one-off 24-hour pass giving them a set data, mins, text allowance. You need to instruct in the bolt on tab how many times they are permitted to purchase the bundle within a 24-hour period. It comes in capped at 1, 2 per day and uncapped usage in the bolt on box which can be selected in the Bolt On section below. For frequent travellers, there is a 30-day pass charge which may be better for them. More information on this can be found in the o2 section of partner wise

In the 'Bolt On' select anything required for your customer (such as the require ROW cap level). If nothing additional is required, you do not need to action anything in this box.

| Bolt Ons                            |              |       |  |
|-------------------------------------|--------------|-------|--|
| <input type="checkbox"/>            | DISE Service | Price | Service Description  |
| <input checked="" type="checkbox"/> | 24HRD1       | 0.00  | Rest of World 24 hour Pass Bolt On capped  |
| <input type="checkbox"/>            | 24HRD1       | 0.00  | Remove Rest of World 24 hour Pass Bolt On capped   |
| <input type="checkbox"/>            | 24HRD        | 0.00  | Rest of World 24 hour Pass Bolt On (uncapped request more data as many times as the      |
| <input type="checkbox"/>            | 24HRD        | 0.00  | Remove Rest of World 24 hour Pass Bolt On (uncapped request more data as many times      |
| <input type="checkbox"/>            | 24HRD2       | 0.00  | Rest of World 24 hour Pass Cap1 (ability to request 1 extra allowances within any 24 hou |

N.B: 'Wifi-Calling' This is free; however, it needs to be instructed to add by the Partner. Simply select the check box along with any other features or chargeable bolt-ons your customer requires when building your tariff. Roam Like at Home for use in Europe is added by default.

|                                     |        |      |              |
|-------------------------------------|--------|------|--------------|
| <input type="checkbox"/>            | WICAL1 | 0.00 | Wifi Calling |
| <input checked="" type="checkbox"/> | WICAL2 | 0.00 | Wifi Calling |

# Tariff Generator Cont.

Once you have completed this, you need to select how many times this tariff needs to be added into the PCS work request form. Simply type into the 'Rows to populate' box the number of rows you require. You can find how to do multiple tariffs in the FAQ section below.

Click 'Select Codes' and then OK in the confirmation pop up.

Return to your PCS tab where you will see that the tariff information has been filled in by the generator for you. (Example below)

| Tariff Description | Data amount | Minimum contract length | Data Description | Prices | Services  |
|--------------------|-------------|-------------------------|------------------|--------|---|
| Small Biz          | 50GB        | 24                      | iPhone           | 70.00  | Rest of World 24 hour Pass Cap2 (ability to request 2 extra allowance within any 24 hours period) |

| Spend Cap (In/Out) | Spend Cap (Amount) |
|--------------------|--------------------|
| in                 | £5                 |

# Spend Cap FAQ

## Free of charge usage includes:

- Calls to Customer Services within the UK and Europe Zone
- Calls to Customer Services whilst Roaming in RoW
- Voice Calls to Emergency Services
- NHS 111 Service whilst in the UK
- Pan European Helplines 116 Calls to 0800 / 0808 whilst in the UK and Europe Zone

| What is included in the Spend Cap?  | What is NOT included in the Spend Cap?  |
|---|---|
| <p>Any chargeable usage outside of the monthly allowance or outside of any Bolt On allowance such as:</p> <ul style="list-style-type: none"> <li>• Additional calls, texts and data usage when your standard bundle or Bolt On allowance has run out.</li> <li>• Calling and texting non-geographical or premium rate numbers aside from those premium rate numbers relating to charities which sit outside your Spend Cap, as set out below.</li> <li>• Calling and texting any international number from the UK (unless international calling is included in your monthly allowance).</li> <li>• Calling and texting any number outside of our Europe Zone (excluding the UK) when you're in our Europe Zone.</li> <li>• Calling, texting and using data when you're in a country which is outside of our Europe Zone (excluding the UK).</li> <li>• Calling directory enquiry services.</li> <li>• The charge you pay to O2 for accessing any third-party services.</li> </ul> | <ul style="list-style-type: none"> <li>• Recurring elements of bills such as your Airtime Plan, Device Plan, and insurance.</li> <li>• The price for purchasing a Bolt On which you opt-in to e.g. Rest Of World Pass.</li> <li>• Any charity donations made from your phone.</li> <li>• Any charges relating to the management of your account which includes, but is not limited to, paper bills, itemised paper bills and late payment fees.</li> <li>• All premium rate messages sent and received such as competitions / 3rd party services will contribute towards your available Spend Cap.</li> </ul> |

### **When can I apply a spend cap to a line?**

When you are setting up a new connection/port or resigning an existing number. The spend cap cannot be apply mid-term.

### **What Business Tariffs are Not Compatible with Spend Caps?**

Spend Caps are not available on Best for Business PAYU, Mobex, tariffs with shared minutes or shared data, any tariffs that are no longer on sale and bespoke tariffs.

### **How will a customer know if they've breached their spending cap?**

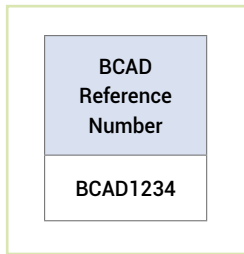
O2 will send them two notifications, one when they reach 50% usage and the second when they reach 100%, this applies to customers roaming in UK, RLAH and RoW . Customers in some circumstances where they have a high usage/set a zero pound spend cap may only receive 100% notification.

### **Can you amend the Spend Cap amount?**

Yes, once a month only.

## BCAD's

When adding BCADs for line rental discount, the tariff generator will always show the pricing at the standard network rates and will always display the minimum contract length. Please refrain from altering the code and pricing generated by the tariff generator as it is still a requirement to build the tariff as normal to process.



**Please note:** BCADs for funding only do not need to be added into the automation Hub. Only BCADs for line rental discounts need to be inputted into the Hub.

## Tariff Generator FAQ

### I have a few different tariffs and a lot of numbers, what do I do?

If you have three connections on three different tariffs you will have to use tariff generator three times and build each individually, leaving the rows to populate at '1' each time.

If you had ten numbers on two different tariffs, you'd build the first and change rows to populate to '5'. This will mean the first 5 listed numbers will all be that tariff.

Go back into the generator and build tariff two and repeat the steps and you'll see the last 5 numbers listed updated with the different tariff. Your automation Hub sheet will then confirm what it's built, and what rows it's covered. (Demonstrated below) Head back to your PCS work request to see the result, ready to submit to the support team.

| PCS Row From | PCS Row To |
|--------------|------------|
| 12           | 16         |

| Tariff Description | Date Amount | Minimum Contract Length | Data Description | Prices | Services     | Tariff Code | Package Code | Services Code | PCS Row From | PCS Row To |
|--------------------|-------------|-------------------------|------------------|--------|--------------|-------------|--------------|---------------|--------------|------------|
| Small Biz          | 3GB         | 24                      | iPhone           | 35.00  | WiFi Calling | Q27BDF      | PKIA03       | WICAL2        | 12           | 16         |



## Tariff Building Tips

All tariffs will be available in the generator. This includes promotional tariffs and legacy products.

*Please ensure you are using the latest version of automation Hub to be able to see the latest tariff offers.*

1. If you only require a one-off bolt on for your customer (1gb data top up, 120 International minutes etc.) please call the Partner support team or email the request in a ticket stating that you require a one-off bolt on.
2. If you are adding new features and recurring bolt ons to an existing tariff, but not changing the tariff itself, select your tariff from the tariff drop down to match what it currently sits at.
3. Then add your new reoccurring bolt ons/features in the bolt on box. This is known as rebuilding the tariff. You cannot sign a new MPN or resign an MPN onto a legacy tariff. You can keep an existing legacy tariff if resigning only.
4. When resigning any MPN where the customer wishes to keep the same tariff, you do not need to fill out the tariff generator.
5. You select 'Upgrade' on the PCS Work Request form, fill out all highlighted dark blue fields, the contract term (12,24,36 as applicable to your customer) and that is all that's required for like for like.

# Ad-Hoc and Non-Commissionable Work

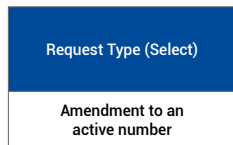


# Ad-Hoc and Non-Commissionable Work

1. Tariff Changes
2. Add Bolt ons (Re-occurring) and/or Features
3. Sim swaps / Usernames / Add+Remove bars
4. Changing address/DD details
5. Handset Replacement
6. Requesting Account reviews (DMG reports)

## Tariff Changes

These are done by selecting the checkbox and filling out all required fields, minus the tariff. This is built in the tariff generator. The 'REQUEST TYPE' on the PCS tab is: **Amendment to an active number.**



A screenshot of a dropdown menu. The top part is a dark blue header with the text "Request Type (Select)" in white. Below the header, the text "Amendment to an active number" is displayed in black, indicating it is the selected option.

## Bolt On and Features

To add recurring bolt ons (or features) for your customer you must rebuild the current tariff but remembering to select the bolt on required in the bolt on box of the tariff generator. The 'REQUEST TYPE' on the PCS tab is: **Amendment to an active number.** If you are unsure of the current tariff or cost, contact the support team who will confirm this for you prior to your Hub submission.

## Sim Swap/Username Changes/Bars/Cost Centre

If you have a couple of these types of requests to do (up to a maximum of 5) we can take these over the phone or in a ticket.

Alternatively, you can fill out the automation Hub and send it in to support desk for however many you need to do.

Simply check the checkboxes you need and fill out the dark blue boxes. Remember; you can do more than one action at a time in the Hub as long as the information is there. I.E Sim Swap and Username change together.

As with upgrades and tariff changes, your request type for these actions is: **Amendment to an active number.**

## Direct Debit Amendment and Billing Date Change

If your customer has a direct debit set up already but needs to change the details on it, you can tick the DD Amendment checkbox and fill out the dark blue prompts. Make sure you select the below request type and a mobile number that's on the Account. It helps the automated system know it's matching everything up to the right Account. Attach and sent into the support desk email address.

|                             |
|-----------------------------|
| Request Type (Select)       |
| Direct Debit Details Change |

You can also request a new DD billing date on the automation Hub. Select the Change Billing Date tick box and scroll along the form and fill out the 'NEW BILLING DATE' column.

*Please advise your customer any changes made to the payment date may result in pro-rata billing for the first invoice post date change.*

## Address Change

Much like the direct debit amendment, simply select the address change tick box and fill out the dark blue prompts making sure your request type is:

|                       |
|-----------------------|
| Request Type (Select) |
| Address Change        |

## Handset 24-hour Replacement

If the handset was provided by O2 and is under warranty, you can select this tab and fill out the dark blue prompts.

Please note, that you require the IMEI number and model information for this.

You will also have to select from a drop down in the column 'AU' headed 'Reported Fault'. 24 hours applies to business working days only. Request type must be selected as:

|                            |
|----------------------------|
| Request Type (Select)      |
| Handset Replacement/24 Rep |

*Please note: Should a like for like replacement for the original handset be unavailable, O2 will advise Partner Support and we will advise you further.*

*This may delay the dispatch of the handset, but for compliance all handset changes must be confirmed and accounted in this situation before a device can be sent.*

## DMG Report

When requesting these please remember that you can only ask for so many, per Account per fiscal year.

In request type, make sure you select DMG REPORT and scroll along the form to select from the drop down the type required.

The image shows two parts of a form. On the left is a 'Request Type (Select)' dropdown menu with 'DMG Report' selected. On the right is a 'DMG Report Type' dropdown menu with a list of options: 'Data Summary - 3 Months', 'IMEI Report', 'Re-Sign Pack', and 'Zero Usage Report'. A green box highlights the 'DMG Report Type' dropdown and its options.

## These reports are broken down into

**Re-Sign Pack** – A detailed overview of the Account (with more information than a gateway/screen dump request)

**IMEI report** – A list of the IMEI's and numbers linked to on the Account (if available to the network)

**Data Summary 3 month** – Overview of the Data summary for all numbers on the Account

**Zero Usage Report** – Breakdown of numbers on the Account showing zero usage

You can only request one type of report a time and this holds a 24 hours SLA when submitted to the network. Make sure you select which by scrolling along to ensure all dark blue highlights are filled out.

If you only require a 'screenshot' of the Account, this is known as an O2 Gateway report.

It can be requested over the phone or through the Partner support email/ticket system. We require an MPN on the Account or Account number and registered postcode to generate this. This type of request is provided instantly without further SLA.

# Automation Hub — General FAQ



# Automation Hub - General FAQ

## What Can't the Automation Hub do?

**Credit Checks** — Please use the correct O2 credit check template remembering to use the correct tab for business or Account type.

**Transfer of Ownerships** — These must be completed on the appropriate Transfer of Ownership.

**ROE** — Rules of Engagement requests must be submitted on the correct O2 ROE document and submitted with correct paperwork, including a signed letter headed document confirming intention.

**My O2 Business Set Up** — This needs to be submitted in the body of a ticket to Partner Support or requested via your portal Accounts. When setting this up for your customer via ticket, please remember that all tickets have a 24 hours SLA. Your customer will be sent an activation link and pin upon creation of a My O2 business Account (link only for password reset). They are only active for 30 mins, so to ensure a positive customer experience please advise your customer to be on the lookout for this. If your customer would only be available during certain times to perform the activation, please make this known in your ticket to help the team plan your request.

**First time DD set up/ Billing Query / Bill Shock** — These need to be submitted in a ticket to the Partner support team or

filled out on the RIGHT FIRST TIME FORM (Account query tab) found in the resource centre. You need to include as much information about the issue as possible to avoid delay in submission to the network. Please note: Bill shocks can only be performed once in the lifetime of a MPN on the O2 network.

**Digital Products** — MaaS360 has its own order form. IOT solutions, Box, 365 etc. also have their own order and connection process. Please speak to your PRM/BDM or the Partner support team if you need help and advice regarding digital/IOT.

## I can't see the tariff/promotion on the Automation Hub I want — why?

When doing commissionable work, any new promotions launches by the network will be reflected in Partner wise. This will coincide with an updated version of Automation Hub being released. When this occurs, bulletins are sent to the designated contacts within your company and should be communicated to all who require the information. Should this not be the case, you can always find the latest automation Hub for download and all network paperwork by clicking **HERE**.

**I have an O2 landline/broadband solution I need to set up/renew. Can I use the automation Hub?**

Unfortunately, not. If you require assistance with things, please contact the Partner support team or your PRM/BDM for further help.

**I need to remove the over 18 content bar, can I use the automation Hub for this?**

Yes, you can. However, it will only work if the user names are registered along with their date of birth. Age verification is cross referenced by date of birthday before removal. Select the column OVER 18 CONTENT BAR ADD/REMOVE to action. If you are unsure if the customer's name and date of birth are registered with the MPN they are using, please fill out the AGE VERIFICATION FORM from the airtime resource centre.

**I'm a MAC user and can't use the automation Hub. What do I do?**

Please use the O2 Manual Connection form for commissionable work which can be downloaded via the resource centre or send any ad-hoc or one-off information into the support team, clearly stating what is required.



# References



# References

## References

Airtime Resource Centre: [CLICK HERE](#)

Partner Wise: [CLICK HERE](#)

## Have a question for us?

### **Business Partner Support**

Telephone: 03301 598 025

Email: [businessPartner@chessPartner.co.uk](mailto:businessPartner@chessPartner.co.uk)

### **Premium Partner Support**

Telephone: 03301 598 026

Email: [premiumPartner@chessPartner.co.uk](mailto:premiumPartner@chessPartner.co.uk)

### **Elite Partner Support**

Telephone: 03301 598 027

Email: [elitePartner@chessPartner.co.uk](mailto:elitePartner@chessPartner.co.uk)

## Contacts

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