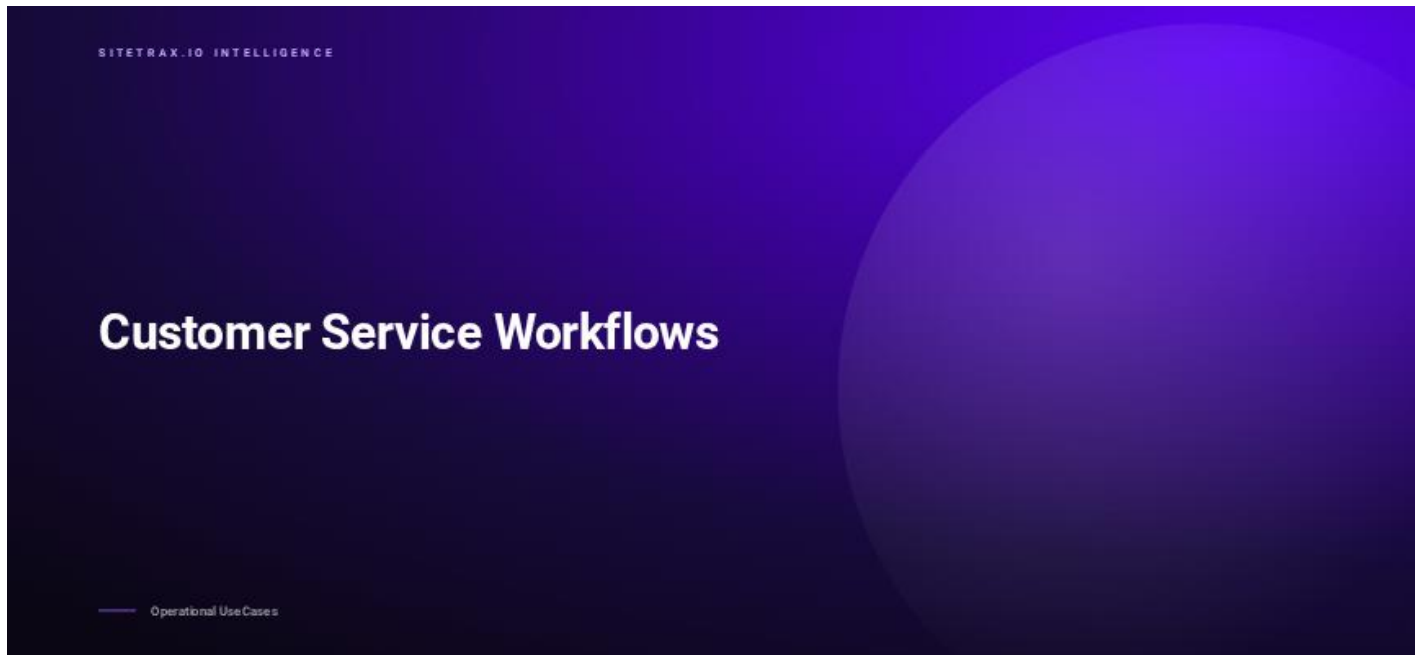


Customer Service Workflows



Answering a customer question in one call rather than promising to check and calling back.

The common question

A customer wants to know whether their unit arrived, when it left, or where it is now. The fastest reliable route:

1. Ask for the full identifier.
2. Open **Assets**, widen the date range, and search it.
3. Read back the time, the site and the direction.
4. If the customer disputes it, open the record and describe what the image shows.

Answering from an assistant

For a service desk, an assistant is usually faster than the interface because the question can be asked the way the customer asked it.

“ Using SiteTrax.io, when was container MSCU1234567 last observed, at which site, and in which direction?

Setting your profile response style to just the answer suits this work. Switch to answer plus why when you are explaining a result to a customer.

What to say when there is no record

Be precise, because the distinction matters to the customer.

- **Accurate:** we have no observation of that unit at that site in that period.
- **Not supported by the data:** the unit was never here.

Then widen the date range, confirm the identifier, and check whether the site is one your account can see.

Watch out for

- **Do not read a status code to a customer.** Translate it. A failed read means the camera could not resolve the number, not that anything happened to their unit.
- **Check the image before committing to an answer** that will be quoted back to you.
- **Redaction settings can withhold an image** while the operational metadata is still available.

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