

Add Preferred Email Address After Initial Install - Article No: 3577

Introduction

Authenticate two (2) Security Questions *OR* the CPNI PIN and one (1) security question *before* discussing or changing any applicable CPNI and PII-protected information; customers *cannot* opt-out of CPNI verification

With a preferred email address, customers receive:

- Password changes
- Back up security question/answer changes
- Email Address changes
- Promotional offers
- Autopay customers whose credit card payments are denied or cannot be processed
- Email appointment confirmation notices
- Up to 5 additional email addresses can be added

Resolution Steps

Adding a Preferred Email Address in BOLT

Adding a Preferred Email Address - ICOMS

1. **Customer Maintenance** [CM]
2. Click on the **Blue Arrow** at bottom right of screen; arrow down to page two
3. Fill out the **Email Address field** with a **properly formatted** email address.
(ie. joesmith@gmail.com, petej@yahoo.com)

- Customers can use **any valid email address. Use caution!** No error message generates to alert the agent
- If the customer **does not want** a preferred email address, **leave it blank**
- **Only** the preferred email address goes here. **Do not** type anything else

4. Press **Enter 5 times** to complete

Helpful Scripting

- "Mr. Smith, it is always a great idea to keep a preferred email address on record. We can use it to send your CPNI password in the event you forget your password and the answers to your security questions. Can I please add a preferred email address for you today?"

- "Mr. Smith, may I add your most used email address to your account so that we have an alternative way to contact you other than by telephone or mail? This is especially valuable to you in case you forget your account's CPNI password."

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=42>