Overview

Infiniti Aftersales is introducing a new online certification course on TECH LINE Electronic Case Creation process. This course will be added to the “Infiniti Technician Orientation Program Certification” training category in Infiniti University Online.

Currently, the TECH LINE Specialist manually enters new cases while speaking to the dealer technician via phone. Going forward technicians will enter their support request via a web-based form. TECH LINE will then respond to the Dealer’s request for diagnostic assistance either electronically or by phone as necessary.

Benefits:

- No more holding on the phone! TECH LINE will respond to the email address or phone number provided by the Technician.
- Allows the Service Manager to review and manage their dealers TECH LINE cases activity.
- Allows the Dealer to view prior TECH LINE recommendations for similar concerns which other technician’s have confirmed as fix.
- Simplifies the case closure process.

Release Schedule:

- TECH LINE encourages dealers begin using the new process immediately.
- Starting April 1, 2017, the TECH LINE electronic case creation process will be mandatory and the inbound phone queue will no longer be available.

Effective January 5, 2017, Service Technicians and Express Service Technicians currently certified in the Technician Orientation category will be placed in grace and must complete the new online course by February 23, 2017. Failure to comply will cause the Technician to decertify and warranty claims submitted with the Technician’s ID will suspend.

Detailed Information

New Requirement added to the Technician Orientation category on January 5, 2017:

**TECH LINE Electronic Case Creation process**

The 10 min eLearning course will include:

- How to submit Support Request including:
  - Where to find the TECH LINE Case Creation site.
  - How to start the support request.
  - Detail what information is required.
  - Instructions on how to submit your request.
This eLearning course is required for all Service Technicians and Service Managers.

To complete this course, logon to Infiniti University Online through NNAnet. Locate the course in the 'Infiniti Technician Orientation Program Certification' training category and complete by February 23, 2017.