

## Topic: Agent Jonny Utah

### Tab: Standard Procedures

#### AGENT JONNY UTAH OVERVIEW

**Agent Jonny Utah:** The process of diagnosing and repairing computers from a centralized remote location.

- This will decrease turn-time and increase customer loyalty by optimizing the space and workload.

#### PREPARING THE COMPUTER

- Have the customer sign the Acknowledgement form and attach it to the computer.
- Hook-up every qualifying computer to the Remote Station promptly.

**Note:** Qualifying repairs are bootable to Windows and able to access the internet.

[View or print](#) detailed procedures supporting this process.

#### REMOTE DIAGNOSTIC AND REPAIR

- Check Groove every 30 minutes for notes or feedback.
- Contact Black Ops Agents via Grove immediately if a computer has been on the Remote Station more than 24 hours.
- Monitor computers throughout the repair process and provide feedback to Black Ops Agents.
- Perform a Post-Op on completed computers immediately and close the STAR Service orders.

[View or print](#) detailed procedures supporting this process.

### Tab: Job Aids

#### Additional Resources

##### Agent Jonny Utah Frequently Asked Questions (FAQ)

View [Frequently Asked Questions](#) for commonly asked questions and answers about Agent Jonny Utah.

#### Usage Report

View the [Usage Report](#) to how well stores are utilizing Agent Jonny Utah.

## Contacts

### Ask the Bus

- Ask the Bus is a corporate contact for answering your questions.
- Before submitting a tip, question, or concern, observe the following:
  - Verify if any links within Employee ToolKit (ETK) (e.g., Quick Access or Calendars, Forms, Publications) address the question.
  - Check the Retail Insider under News in ETK.
  - For system issues, contact the Help Desk at 866-HELP-BBY.
- When submitting a tip, question, or concern, perform the following:
  1. Click **Ask the BUS** on any home page of ETK under Tips.
  2. Include all details in the submission (e.g., SKU/Item Numbers, open-box status, customer data, and any other pertinent information.)
  3. Click **Submit**.
- To view a response from the Bus, observe the following:
  - Answers are not emailed to individuals. The responses are posted in the Tips section of ETK.
  - To view the Bus response, click **View My Submissions** under Tips on each home page in ETK and click **View Feedback**.
  - Contact will be made within 48 hours of submitting the Ask the BUS form.  
**Note:** Not all questions or issues will be resolved within 48 hours however, a response will be posted.
- When replying to the BUS, perform the following:
  0. Click the original Ask the BUS submission. Do not create a new submission.
    1. Click **Give Feedback**.
    2. Type the response in the window that appears. Be as specific as possible.
    3. Hover over the stars and click to submit.

### Jonny.utah@Geeksquad.com

Email Jonny.Utah@GeekSquad.com for support and answers to questions about Agent Jonny Utah systems, processes, and issues.

## Forms & Instructions

### Customer Acknowledgement Form

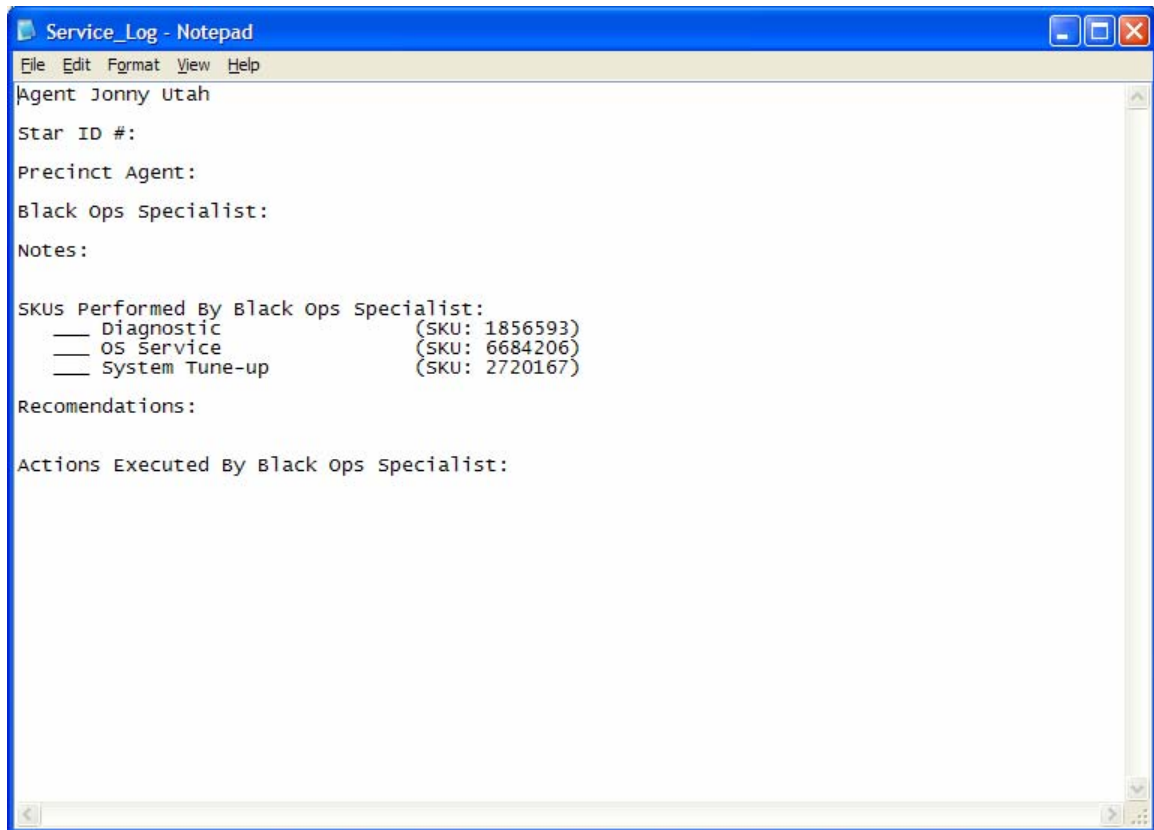
Use the [Customer Acknowledgement Form](#) to inform the customer that his or her computer will be repaired remotely. Obtain the customers signature to gain consent for the Agent Jonny Utah process.

## Step-by-Step Instructions

### Remote Diagnostic

To prepare a computer for Agent Jonny Utah, the Counter Intelligence Agent (CIA) performs the following:

1. Have the customer sign the Customer Acknowledgement form.
2. Immediately connect the computer to the Remote Station and boot into Safe Mode.
3. Install the remote client software (3am Labs) and prepare the computer by completing the following:
  - a. Insert the MRI CD.
    - If a second CD-ROM Drive is available, insert the MRI Customizer.
  - b. Copy **Service\_Log.txt** file to the desktop from the MRI CD and update its notes, including STAR tag, SKUs to be performed, and a problem description.



- c. Select the <district number>\_Rescue.html file (e.g., 2\_Rescue.html for district 2), enter the STAR service order number and a brief problem description, then click **Add PC to Queue**.
- d. An application download screen will appear, select the following:
  - i. Click **Download**.
  - ii. Click **Desktop** then click **Save**.
  - iii. Click **Run**.
  - iv. Click **No**.
- e. A screen will appear alerting when the computer is connected.
- f. If there is a firewall, manually add the 3am Labs program to the allowed programs list by performing the following
  - i. Open Norton Internet Security by right clicking on the icon in the task bar.
  - ii. Select **Norton Personal Firewall**.
  - iii. Select the **Programs** tab.

- iv. Click **Add**.
- v. Select rescue.exe and click **Open**.
- vi. Select **Permit**.

**Note:** Make a note of any system changes, including firewall and screen saver settings in the Service\_Log.txt file.

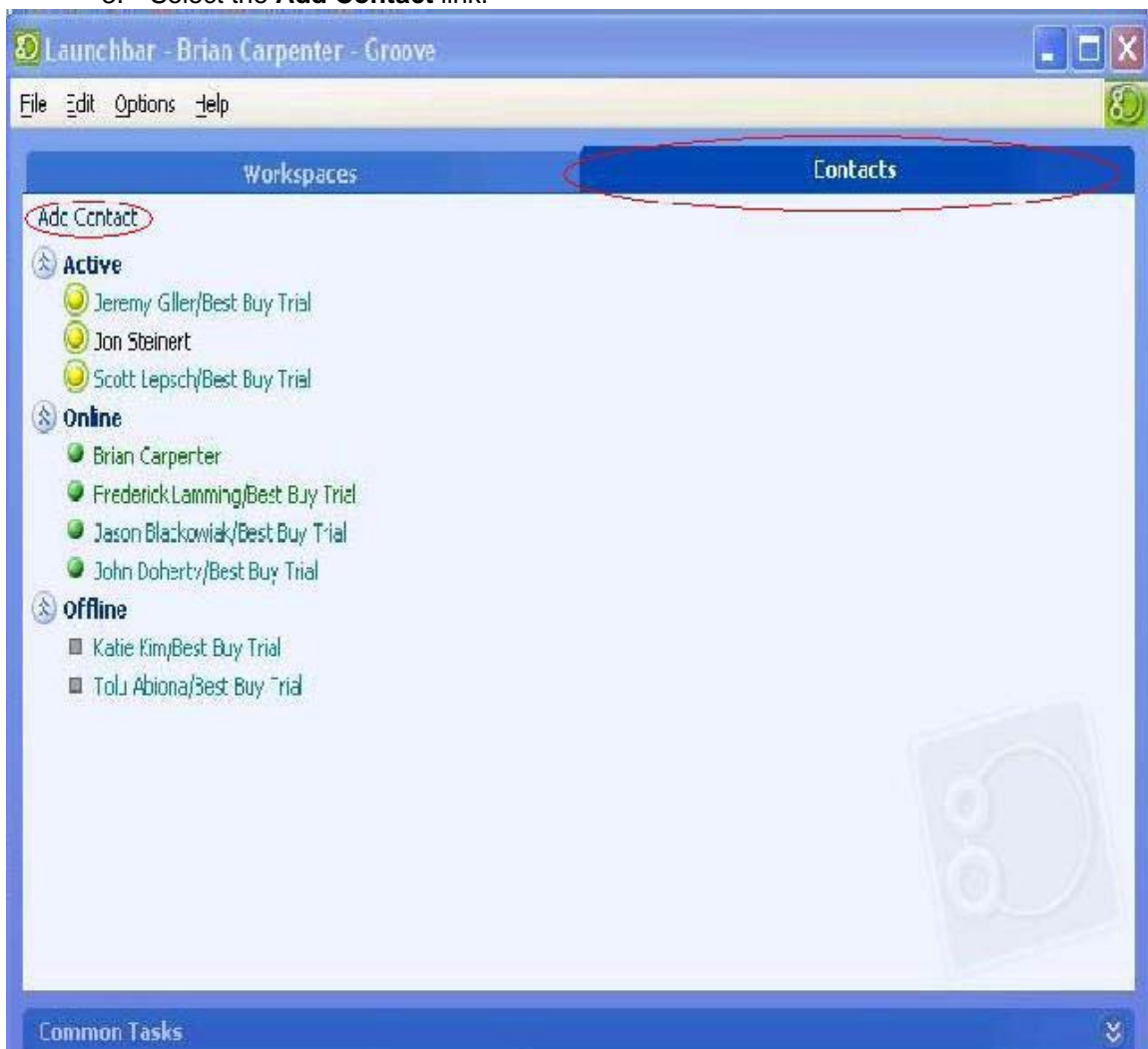
4. Remove completed computers, perform a Post-Op and complete the tag in **STAR**.

## Systems & Applications

### Groove – Adding Users

To add a user to Groove, perform the following:

1. Open the Groove Launch bar. (To launch the Groove Launch bar double click on the **Groove** icon in the Windows taskbar).
2. Select the **Contacts** tab.
3. Select the **Add Contact** link.



4. Enter the username and search in select **Known Groove Users** in the drop down menu.
5. Select the contact.
6. Click **Add**.
7. Select all members in the workspace.
8. Drag and drop the members into your contacts tab.

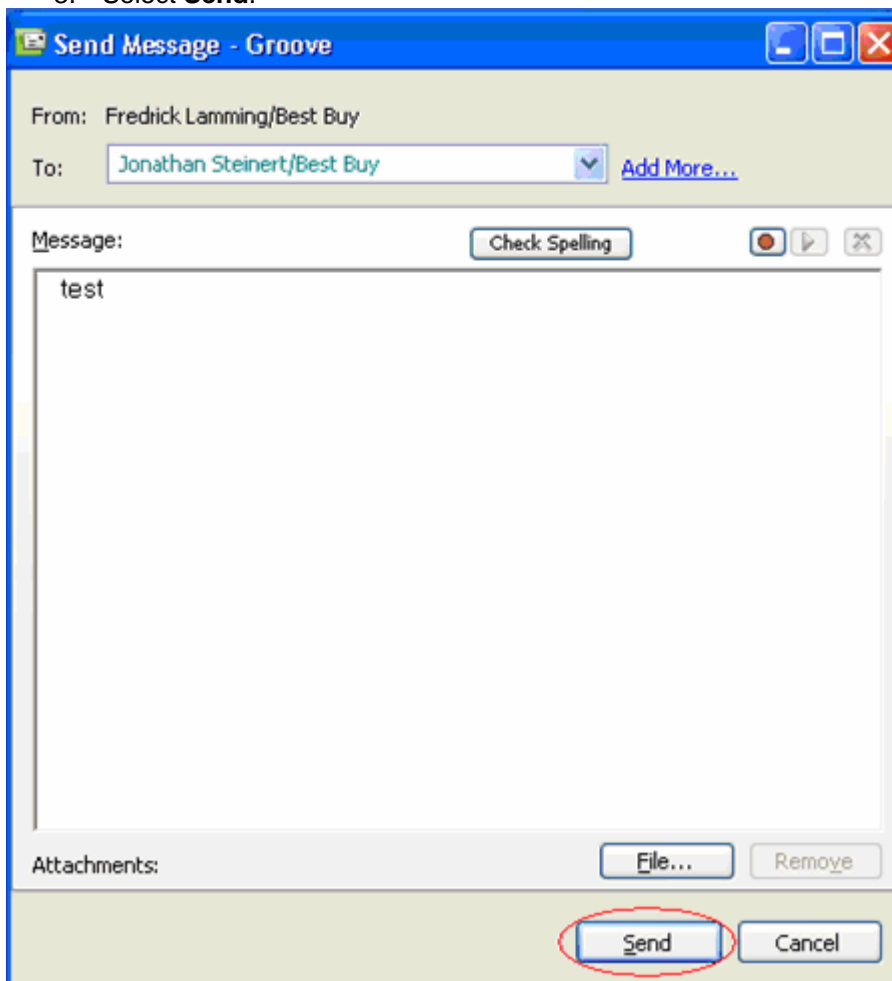
### Groove – Messaging

Groove messages represent the following:

- Completed computers
- Problems with connected computers that need resolution
- Recommendations from Black Ops for the customer

### Sending Messages

1. Select the individual you wish to message from the drop down menu or by double clicking on the individual's name.
2. Type the message.
3. Select **Send**.

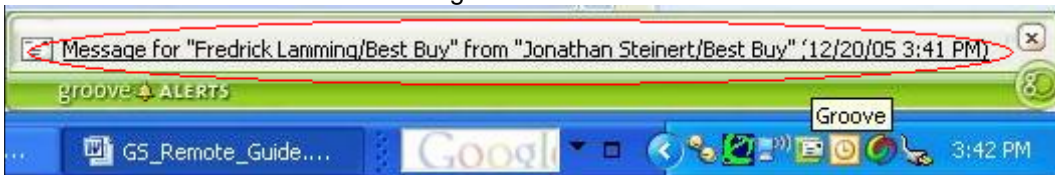


### Receiving and Replying to Messages

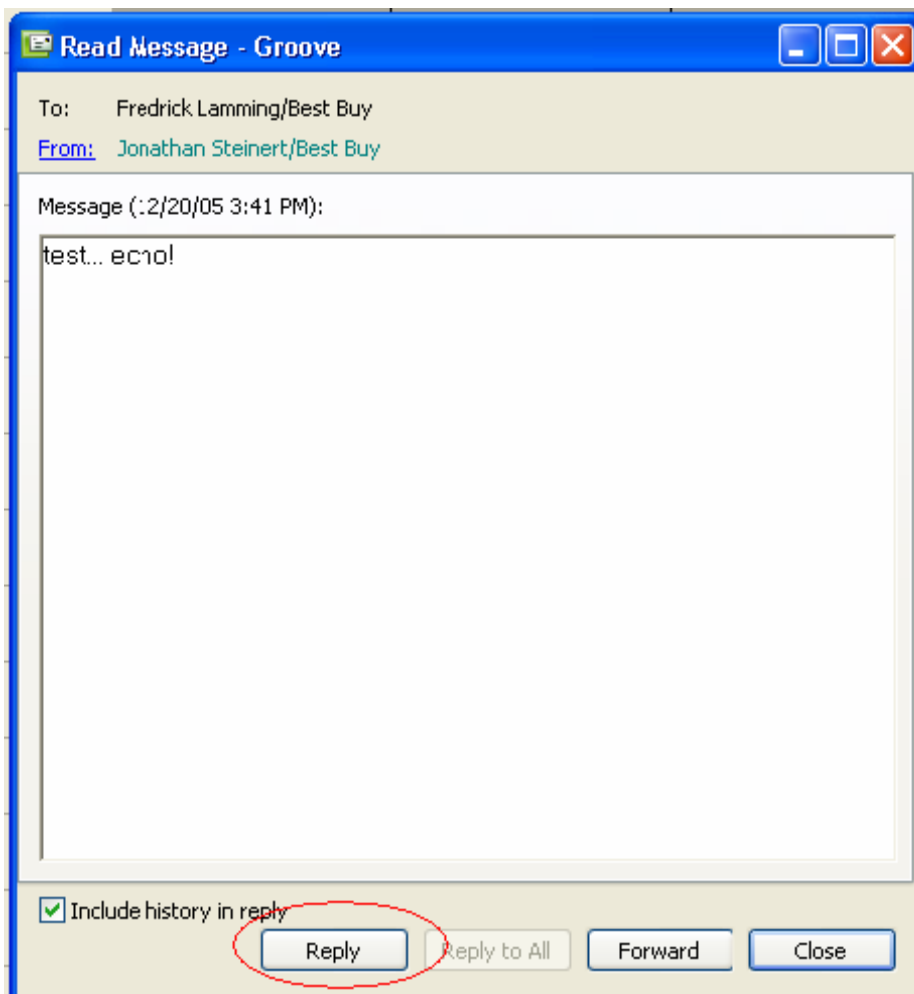
When a message is received a flashing dialogue box appears. If the message is not viewed immediately after receipt the larger flashing dialogue box automatically hides. The message is then replaced with a flashing icon.



1. Click on the text of the message information.



2. The message box will appear.
3. Click **Reply** and enter a response.



4. When finished click **Send**.  
**Note:** Multiple users can be messaged simultaneously. Simply select the users you wish to message and press **enter**.

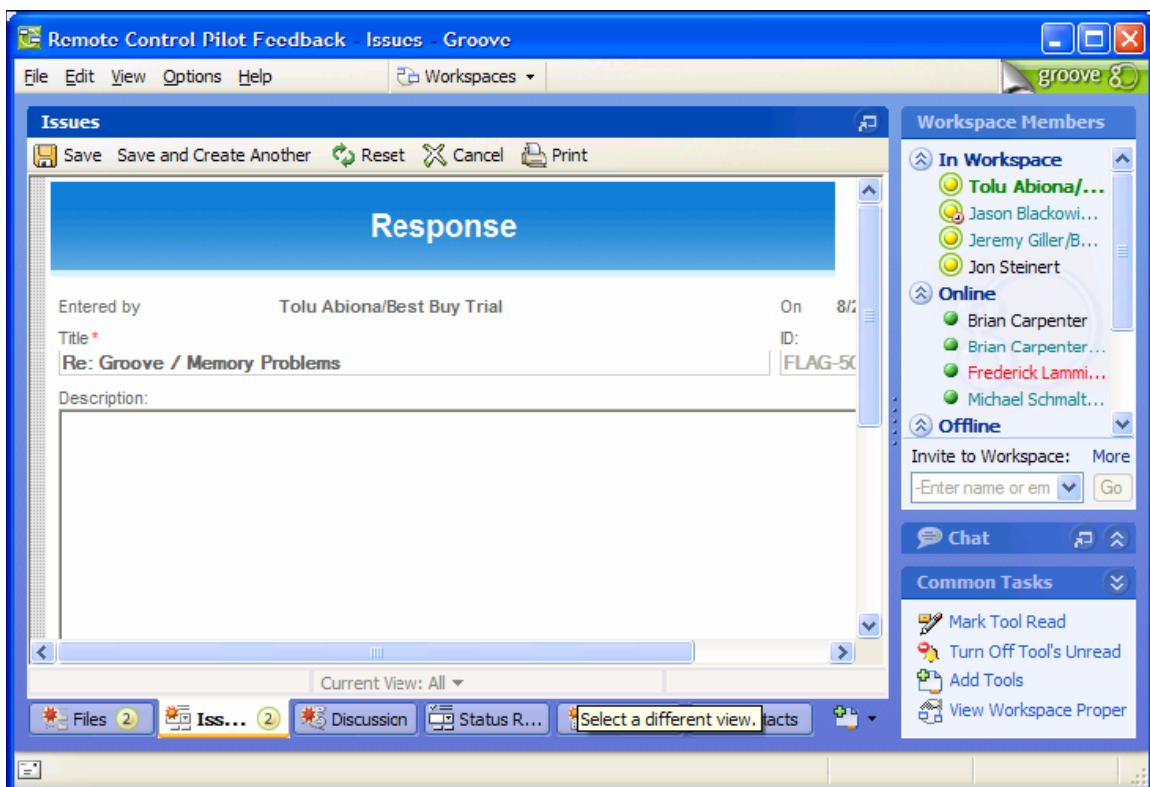
## Groove – Communication Tools

- The Groove File Repository is available through the **Files** tab in the Groove Workspace which is being used to centrally capture files, documents and other content.
- The Groove Issue Log is available through the **Issues** tab in the Workspace which is being used to document issues and resolutions referenced by others.
- The **Discussions** tab is a central forum for sharing lessons learned, tips and tricks, process formalities, etc.
- The **Calendar** tab is being used to post events and obtain an accurate picture of the activities.

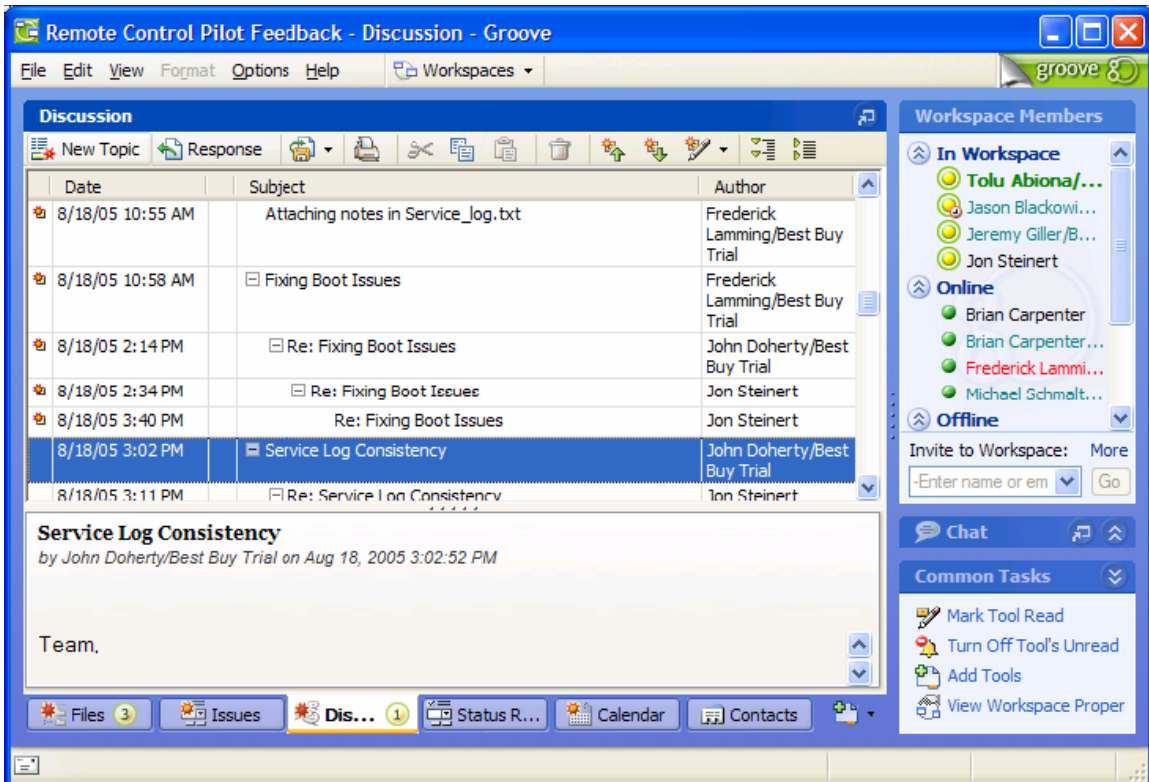
### Groove – Discussion Forum

To post a new discussion topic, perform the following:

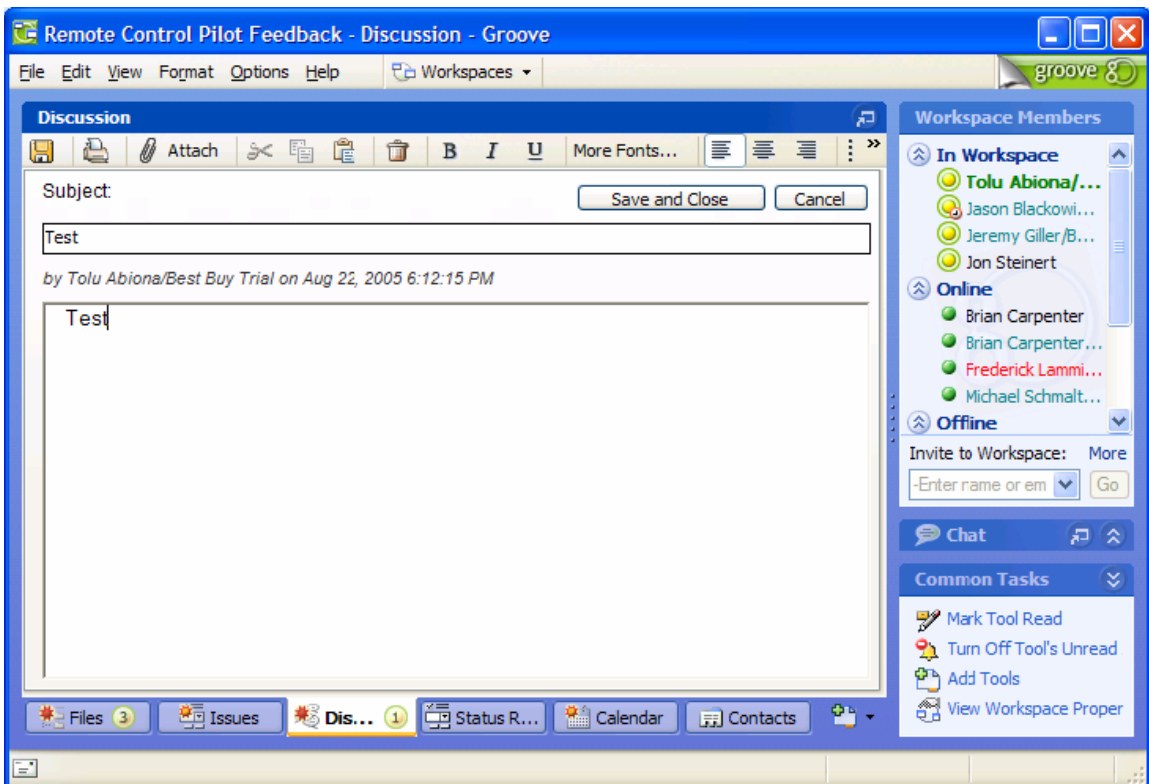
1. Click the **Discussion** tab on the bottom of the window.



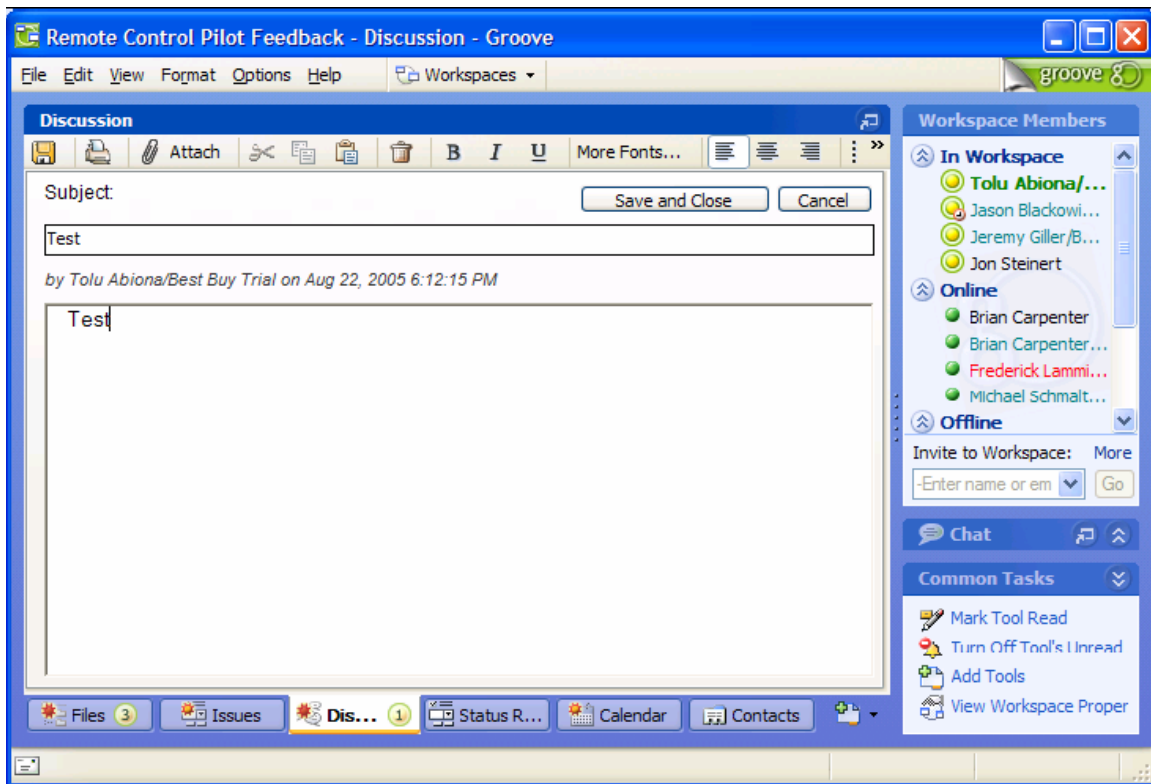
2. Click the **New Topic** button on the top left corner of the window.



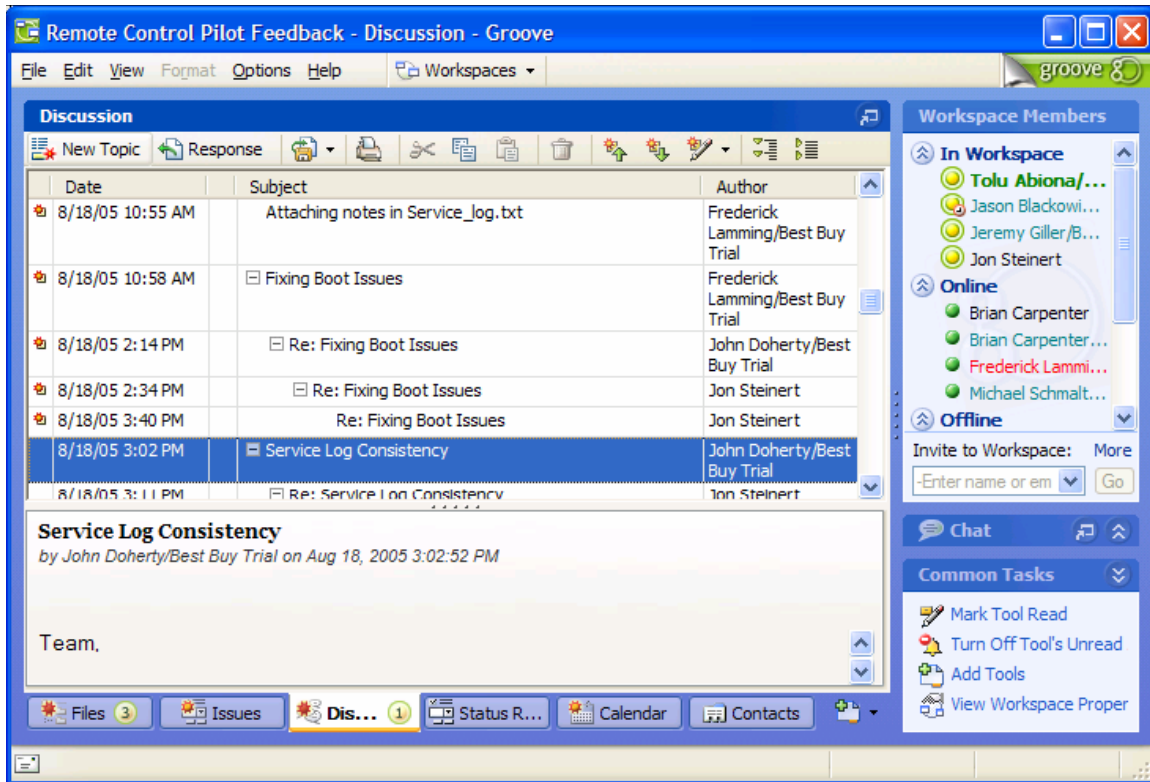
- In the Subject field, enter the topic of the discussion and the discussion content in the text box.



4. Click the **Save and Close** button to save the discussion to the discussion board.



5. To respond to a discussion topic, select the discussion you want to respond to and click **Response**.



## Systems & Applications Downtime

### Reconnecting a Remote Machine

If connectivity is lost on the computer connected to Agent Jonny Utah, use the 3amLabs Rescue client by performing the following:

1. Navigate to the folder `%systemroot%\LMI*.TMP` (e.g., `c:\windows\lmi89.tmp`)
2. Run **Rescue.exe**.

## Tab: Roles & Responsibilities

### AGENT JONNY UTAH – COUNTER INTELLIGENCE AGENT (CIA)

- Ensure every computer has a Customer Acknowledgement Form attached.
- Promptly attach computers to the remote station.
- Contact Black Ops if a computer is connected more than 24 hours.
- Check Groove every 30 minutes for any messages relating to connected computers.
- Check the Service\_Log.txt file for any issues to be addressed.
- Provide feedback on Groove for the Black Ops agents.

## **AGENT JONNY UTAH – CUSTOMER SERVICE MANAGER**

- Ensure the Counter Intelligence Agents (CIA) is using Agent Jonny Utah on all qualifying computers.
- Follow up on all computers over 24 hours with Counter Intelligence Agent (CIA)
- Encourage feedback through Groove.
- Follows up on Action Center tasks.