

Reference	Submitter	Feedback	Action	Devices affected	Comments	Live date
#27163	Jimmy Joshi	Feedback Asking the customer to give us their password so we can try it is a breach of process. Impact: Poor customer experience	The My3 script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Apple/iPhone%208&s=My_3_New&steps=q601702.a601775.q195169.a195171.q54585.a61869.q61885.a61887.q61891.a61895.q63227	- All devices	No further action required.	27.06.2018
#27145	Jimmy Joshi	Feedback The current blacklisting steps do not explain where to find the relevant options on resolve. Impact: This could lead to delay in resolution for the customer and agent confusion.	The Coverage script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Samsung/Galaxy%20S9&s=Coverage_New&steps=q563987.a563990.q563994.a563998.q564000.a564004.q564014.a564016.q564018.a564022.q564032	- All devices	No further action required.	27.06.2018
#27139	Jimmy Joshi	Feedback Where the ability to log the issue automatically does not exist, agent should be directed to raise a case. Impact: Poor customer experience and delayed resolution for customer	The Coverage script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Samsung/Galaxy%20S9&s=Internet_New&steps=q458190.a460477.q214054.a214056.q214060.a214064.q214066.a214069.q214071.a214078.q214075	- All devices	No further action required.	27.06.2018
NA	NA	General search article updates	The following article has been added: - What is Joy Launcher and can I uninstall it?	- All Smart Alcatel devices	No further action required.	27.06.2018
NA	NA	General search article updates	The following article has been added: - How do I check if my device is rooted?	- All Samsung devices	No further action required.	27.06.2018
NA	NA	Device Compare	New devices added into the device comparison view	- Motorola Moto G6 Plus - LG G7 ThinQ - HTC U12+ - Alcatel 5 - Alcatel 3v - Motorola XT1925 Moto G6 - Nokia 7 Plus - OnePlus 6 - Nokia 8 Sirocco - Motorola XT1922 Moto G6 Play	No further actions required.	27.06.2018