

**From:** Meares, Donna  
**To:** Earley, Jr., Jimmy E <Jimmy.Earley@SCDMV.net>  
McClary, Karl L <Karl.McClary@scdmv.net>  
**CC:** Adams, Marcia S <Marcia.Adams@SCDMV.net>  
**Date:** 10/15/2009 9:51:16 AM  
**Subject:** FW: User Feedback

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FYI -

-----Original Message-----

**From:** IntranetAdmin  
**Sent:** Thursday, October 15, 2009 9:25 AM  
**To:** Meares, Donna  
**Subject:** User Feedback

The following comments were received through the Intranet feedback form:

<b>Comment Type:</b>	Problem
<b>Name:</b>	Lee_miad
<b>Office:</b>	037
<b>Email:</b>	mia.lee@scdmv.net
<b>Phone:</b>	864-882-6391
<b>Fax:</b>	864-885-0498

**Comments:**

The CSR's are unable to view alerts while doing a transaction for a cust. by clicking on the maintain cust. tab on phoenix. This slows us down alot.

Is there anyway to be able to view maintain cust. while doing a transaction for a cust. instead of backing out of the current transaction? Sometimes it is an old alert and it doesn't affect what we are doing but if we back out to see the alert we waist alot of time.

Thank you,

Mia Lee  
Seneca 037