TELEPHONE NETWORK PROVIDER – CUSTOMER CALL ASSISTANT HANDBOOK

I. CORE RESPONSIBILITIES

- Answer inbound customer service calls with professionalism and empathy.

- Resolve technical, billing, and account-related issues promptly.

- Upsell relevant products and services where applicable.

- Maintain detailed logs of customer interactions.

- Follow call scripts and compliance requirements.

- Collaborate with Tier 2 agents and technical departments for escalations.

II. TOOLS & SYSTEMS TO BE FAMILIAR WITH

- CRM System: View and update customer records.

- Billing Software: View charges, process refunds.

- Call Routing Dashboard: Manage live calls and queues.

- Network Diagnostic Tool: Check tower and service outages.

- Provisioning System: Activate or deactivate SIM cards.

- Knowledge Management System: Search troubleshooting steps and protocols.

- Compliance Logger: Log mandatory disclosures and disputes.

III. DAILY TASK LIST

- Start of Shift: Log in to systems, test headset, check for internal updates.

- Every Call: Confirm caller identity, log interaction in CRM.

- Break Times: Follow scheduled time slots strictly.

- End of Shift: Mark all tickets closed or transferred, write handover notes.

IV. CALL HANDLING GUIDELINES

IDENTIFICATION & GREETING

- Answer within 3 rings.

- Greet the customer: "Thank you for calling [Provider Name] Support. My name is [Your Name]. How can I assist you today?"

- Authenticate the caller by asking for full name, address, and last 4 digits of ID or account number. Optionally send a 2FA code.

TONE AND ATTITUDE

- Use a friendly, calm, and helpful tone.

- Avoid sarcasm, rushed speech, or technical jargon.

- Instead of "That's not my department," say: "Let me get the right expert on this for you. Just a moment."

V. SCENARIO-BASED INSTRUCTIONS

1. NO SIGNAL OR SERVICE OUTAGE

- Ask for location details.

- Check for tower outages.

- Ask if other devices are affected.

- Instruct the customer to restart the phone, toggle Airplane Mode, or check SIM.

- Escalate to Tier 2 if unresolved.

2. BILLING DISPUTES

- Review last 3 months of billing.

- Identify and explain extra charges.

- Offer a one-time courtesy refund if policy allows.

- Escalate if the customer demands a large refund or claims fraud.

3. SIM CARD ACTIVATION

- Confirm ICCID number on the SIM.

- Ensure device is off before activation.

- Use provisioning tool to activate the SIM.

- Ask the customer to insert the SIM and restart the phone.

- Confirm activation via test call or SMS.

4. LOST OR STOLEN PHONE

- Suspend service immediately.

- Blacklist IMEI.

- Offer replacement SIM and explain number transfer process.

- Assist with insurance claims if eligible.

VI. DEALING WITH DIFFICULT CUSTOMERS

- Angry or yelling: "I hear your frustration. Let's see how I can help you."

- Interrupts constantly: "Let me explain briefly, then I'll answer all your questions."

- Personal threats: Warn once, then end call if abusive language continues.

- Long wait complaints: "Thank you for waiting. Let's resolve this right away."

VII. ESCALATION PROTOCOL

- Network outage affecting many users: escalate to Tier 2 or Network Operations.

- Billing error over $200: escalate to Billing Supervisor.

- Legal requests or subpoenas: escalate to Legal Department.

- Threats of violence or suicide: escalate to Emergency Services or Internal Security.

VIII. TICKET WRITING TEMPLATE

Customer Name: John Doe

Issue: Unable to make outgoing calls, shows "No Service"

Actions Taken: Restarted phone, checked coverage map, confirmed tower outage

Resolution: Logged outage, ticket escalated to Tier 2

Disposition: Awaiting backend resolution in 24–48h

Time on Call: 12 min

Customer Mood: Frustrated but cooperative

IX. HELPFUL PHRASES TO USE

- "Let me take care of that for you."

- "I completely understand."

- "Great question — let's walk through it."

- "Is there anything else I can help you with today?"

- "Thank you for your patience."

X. RANDOM BUT IMPORTANT INFORMATION

- Customers may confuse roaming charges with local usage.

- Seniors often need slower and clearer explanations.

- Always spell out confirmation numbers phonetically.

- Offer chat or relay services to hearing-impaired customers.

- Never use your speakerphone unless training is required.

- Call logs are audited randomly—stay within script and policy.

- Always take notes during calls—do not rely on memory.