

## TOTAL WIRELESS

### Customer Support Transcripts Dataset

#### 15 Sample Transcripts for AI Test Case Generator Training

Channels: TASORA | Web Portal | Mobile App | Target | SMS/Bot/IVR

## TOTAL WIRELESS CUSTOMER SUPPORT TRANSCRIPTS DATASET

===== Dataset Info: - Total Records: 15 transcripts - Channels: TASORA (3), Web Portal (3), Mobile App (3), Target (3), SMS/Bot/IVR (3) - Date Range: August 1-28, 2024 - Purpose: Training data for AI Test Case Generator

### ===== SECTION 1:

#### TASORA CHANNEL

### ===== CALL

TW\_TASORA\_001 Date: August 1, 2024, 09:15 AM Journey Type: Non-tangible Category: Plan Change Severity: Medium TRANSCRIPT: Agent: Thank you for calling Total Wireless, this is Sarah. How can I help you today? Customer: Hi Sarah, I want to change my plan from the \$30 plan to the \$50 unlimited plan, but when I try to do it online, it says I have to wait until my next billing cycle. But I need more data right now. Agent: I understand your urgency. Let me check your account. I see you're currently on our \$30 plan with 8GB data. The system shows you've used 7.8GB already this cycle. Customer: Exactly! I'm almost out of data and I have two weeks left in my cycle. The website won't let me upgrade immediately. Agent: I can help you with that. You have two options: I can upgrade your plan effective immediately with a prorated charge, or you can purchase a data add-on for \$10 to get you through this cycle. Customer: The website didn't offer me the immediate upgrade option. It only showed the next billing cycle option. Agent: That's a limitation in our online system. Immediate plan changes with proration can only be processed through customer service right now. Customer: That's frustrating. Why can't the website do what you can do over the phone? RESOLUTION: System limitation - online portal lacks immediate plan change functionality IMPACT: Customer frustration, unnecessary support calls ROOT CAUSE: Feature gap between channels --- CALL TW\_TASORA\_002 Date: August 3, 2024, 02:30 PM Journey Type: Tangible Category: Device Activation Severity: High TRANSCRIPT: Agent: Total Wireless support, this is Mike speaking. Customer: Hi, I just bought a new phone from your website and I'm trying to transfer my number from Verizon, but it's been 4 hours and nothing has happened. Agent: I'm sorry for the delay. Let me check the status of your port request. Can you provide me with your new

phone's IMEI number? Customer: Sure, it's 355776543210987. I followed all the instructions on the activation page, entered my Verizon account info correctly. Agent: I see the issue. Your port request is stuck because the name on your Verizon account has a middle initial, but you only entered your first and last name in our system. Customer: But your form didn't ask for middle initial! It just had fields for first name and last name. Agent: You're absolutely right. Our online form should match exactly what carriers require for number porting. This is a common issue we see. Customer: So what happens now? Do I have to start over? Agent: No, I can update the port request with your middle initial right now, and it should complete within the next hour. Customer: This should have been caught by your system upfront instead of me waiting 4 hours wondering what went wrong. RESOLUTION: Form design issue - missing required fields for number porting IMPACT: Service delays, customer dissatisfaction ROOT CAUSE: Incomplete form validation --- CALL TW\_TASORA\_003 Date: August 5, 2024, 11:45 AM Journey Type: Non-tangible Category: Billing Dispute Severity: High TRANSCRIPT: Agent: Total Wireless, this is Jessica. How may I assist you? Customer: I'm really upset. I got charged \$45 for international roaming, but I never left the country! I was in San Diego the whole time. Agent: I'm sorry to hear about this charge. Let me look at your usage details. I can see the roaming charges occurred on August 2nd between 6 PM and 10 PM. Customer: I was near the Mexican border visiting family, but I never crossed into Mexico. My phone must have connected to a Mexican tower. Agent: That's exactly what happened. Your phone automatically connected to a Telcel tower in Tijuana because the signal was stronger than our US towers in that area. Customer: But I had no idea this was happening! My phone didn't show any roaming notifications or warnings. Agent: Unfortunately, our current roaming settings don't always trigger warnings for border areas. The phone sees the stronger signal and connects automatically. Customer: This is ridiculous. How am I supposed to know when my phone is roaming? There should be alerts or the ability to block international roaming entirely. Agent: I completely understand your frustration. I can reverse these charges as a one-time courtesy and add an international roaming block to your account. Customer: Thank you, but this shouldn't happen in the first place. Your system should warn customers or ask permission before connecting to international towers. RESOLUTION: Automatic border roaming without customer notification IMPACT: Unexpected charges, trust issues ROOT CAUSE: Poor notification system

===== SECTION 2: WEB PORTAL CHANNEL =====

CALL TW\_WEB\_001 Date: August 2, 2024, 10:25 AM Journey Type: Tangible Category: Device Purchase Severity: High TRANSCRIPT: Agent: Total Wireless support, this is Jennifer. Customer: I'm trying to buy a phone on your website, but every time I get to the checkout page, it shows a different price than what was displayed on the product page. Agent: I'm sorry for the confusion with the pricing. What phone are you trying to

purchase? Customer: The Samsung Galaxy A54. The product page shows \$299, but at checkout it's showing \$349. Agent: Let me check that for you. I see the issue - the \$299 price is with a new line activation, but you're upgrading an existing line, which has a different price. Customer: But that wasn't clear at all on the product page! It just showed \$299 in big letters. Agent: You're absolutely right. The pricing should clearly indicate when it's conditional on new line activation. Customer: I spent 20 minutes configuring the phone, picking a color, adding accessories, just to find out the price is \$50 more at the very end. Agent: I understand how frustrating that must be. The conditional pricing should be displayed upfront, not just at checkout. Customer: This feels like bait and switch. How many other customers go through this same frustrating experience? Agent: This is definitely something our web team needs to address. I can honor the \$299 price for you as a one-time courtesy. Customer: I appreciate that, but the website needs to be fixed so other customers don't waste their time like I did. RESOLUTION: Misleading pricing display - conditions not shown upfront IMPACT: Customer time wasted, trust issues, perceived deceptive practices ROOT CAUSE: Poor pricing transparency --- CALL TW\_WEB\_002 Date: August 4, 2024, 01:40 PM Journey Type: Non-tangible Category: Account Management Severity: Medium TRANSCRIPT: Agent: Thank you for calling Total Wireless, this is Thomas. Customer: I'm trying to change my plan on your website, but when I click on the plan options, nothing happens. The buttons don't seem to work. Agent: I'm sorry you're having trouble with the website. What device and browser are you using? Customer: I'm on my laptop using Chrome. I cleared my cache and tried refreshing, but the plan change buttons still don't respond. Agent: Let me check if there are any known issues with our website... I see there's currently a problem with the plan change feature for customers who have certain add-ons. Customer: I have international calling and mobile hotspot add-ons. Could that be related? Agent: Yes, that's exactly the issue. Accounts with multiple add-ons can't use the online plan change tool right now due to a system bug. Customer: How was I supposed to know that? The website doesn't give any error message, the buttons just don't work. Agent: You're absolutely right. The system should display an error message or disable the buttons with an explanation rather than just not responding. Customer: So what are my options? I really wanted to downgrade my plan to save money. Agent: I can process the plan change for you over the phone right now, and I'll make sure the system update preserves your current add-ons. Customer: Thank you, but this is a basic website function that should work for all customers online. RESOLUTION: Website functionality broken for customers with add-ons, no error messaging IMPACT: Silent failures, customer confusion, unnecessary support calls ROOT CAUSE: Poor error handling --- CALL TW\_WEB\_003 Date: August 10, 2024, 02:05 PM Journey Type: Tangible Category: Promotional Offers Severity: High TRANSCRIPT: Agent: Total Wireless, this is Michelle. Customer: I'm really frustrated. I spent an hour on your website trying to apply a promotional code I got in an email, but it keeps saying 'code not valid' even though the

email says it's valid until August 15th. Agent: I'm sorry you're having trouble with the promotional code. Can you give me the code you're trying to use? Customer: It's SAVE25NOW. The email says I should get \$25 off my next phone purchase. Agent: Let me check that code... I see the issue. This promotional code is only valid for new customers, but you're an existing customer trying to upgrade. Customer: The email doesn't say anything about being for new customers only! It was sent to my email address associated with my existing account. Agent: You're absolutely right. If the code was sent to existing customers, it should either work for them or the email should clearly state the limitation. Customer: This is false advertising. You sent me a promotional offer that I can't actually use, and I wasted an hour trying to figure out why it wasn't working. Agent: I completely understand your frustration. This is a communication error on our part. Customer: The website should also give a clear error message explaining why the code doesn't work, not just 'code not valid'. Agent: You're right about the error messaging. I can apply a \$25 credit to your account as a courtesy for this confusion. Customer: Thank you, but you need to fix your promotional email targeting and website error messages so this doesn't happen to other customers. RESOLUTION: Promotional codes sent to ineligible customers, poor error messaging IMPACT: Customer frustration, wasted time, misleading communications ROOT CAUSE: Poor email targeting and error messaging =====

### SECTION 3: MOBILE APP CHANNEL

===== CALL

TW\_APP\_001 Date: August 1, 2024, 02:45 PM Journey Type: Non-tangible Category: Data Usage Tracking Severity: Medium TRANSCRIPT: Agent: Total Wireless support, this is Sandra. Customer: The data usage shown in your mobile app doesn't match what my phone's built-in data tracker shows. There's like a 3GB difference. Agent: I understand the confusion with data tracking differences. Let me check your account usage details. Customer: My phone says I've used 12GB this month, but your app shows 15GB. I'm worried I'm going to hit my limit because I don't know which one to trust. Agent: Our system tracks data differently than your phone's built-in counter. We include all data that passes through our network towers. Customer: But what's the 3GB difference? I should be able to reconcile these numbers somehow. Agent: The difference likely includes data used by apps running in the background, system updates, and network overhead that your phone doesn't count. Customer: But I have background app refresh turned off for most apps. This seems like a huge discrepancy. Agent: You're right that 3GB is a significant difference. Our app should provide a breakdown of different types of data usage to help explain these discrepancies. Customer: Without understanding where that extra data is going, I can't properly manage my usage. I might unnecessarily restrict my usage or accidentally go over my limit. Agent: That's a very valid concern. Customers need accurate and detailed data tracking to make informed decisions about their usage. Customer: Can your app be updated to show the same

level of detail that my phone provides? Agent: I'll forward your feedback about more detailed usage breakdowns to our app development team. In the meantime, I can set up usage alerts for you. RESOLUTION: Data usage tracking discrepancies, lack of detailed breakdown IMPACT: Customer uncertainty about usage, potential overages or unnecessary restrictions ROOT CAUSE: Inconsistent data tracking methods --- CALL TW\_APP\_002 Date: August 3, 2024, 05:20 PM Journey Type: Tangible Category: Device Upgrade Severity: High TRANSCRIPT: Agent: Thank you for calling Total Wireless, this is Karen. Customer: I'm trying to upgrade my phone using your mobile app, but it keeps crashing every time I try to select a new device. Agent: I'm sorry the app is crashing during device selection. What type of phone are you using the app on? Customer: I have an Android phone, a Google Pixel 6. The app works fine for checking my bill and usage, but crashes when I tap on any phone in the upgrade section. Agent: Let me check if there are known issues with device upgrades on Android... I see there's currently a bug affecting the upgrade feature on Android devices with more than 100 apps installed. Customer: How would I know that? And why would the number of apps I have affect your upgrade feature? Agent: It's related to memory management in the app. When loading device images and specifications, the app uses too much memory on devices with limited available RAM. Customer: This is a poorly designed app if it can't handle normal phone usage. Most people have lots of apps installed. Agent: You're absolutely right. The app should be optimized to work regardless of how many other apps are installed. Customer: So I can't upgrade through the app at all? I have to use the website or call? Agent: For now, yes. The upgrade feature works on the website, or I can help you process an upgrade over the phone. Customer: This defeats the purpose of having a mobile app if core features don't work properly on mobile devices. RESOLUTION: Mobile app memory management issues causing crashes during upgrades IMPACT: Core functionality unavailable on mobile, forces alternative channels ROOT CAUSE: Poor app optimization --- CALL TW\_APP\_003 Date: August 5, 2024, 01:10 PM Journey Type: Non-tangible Category: Auto-Pay Management Severity: Medium TRANSCRIPT: Agent: Thank you for calling Total Wireless, this is Eric. Customer: I'm trying to turn off auto-pay using your mobile app, but I can't find the option anywhere. I've looked through all the menus. Agent: Let me help you locate the auto-pay settings. In the app, you should find it under 'Account Settings' then 'Payment Settings'. Customer: I'm in Payment Settings right now, and I only see options to 'Update Payment Method' and 'View Payment History'. There's no option to disable auto-pay. Agent: That's strange. Let me check your account setup... I see the issue. Customers who enrolled in auto-pay through the website can't disable it through the mobile app. Customer: That doesn't make sense! If I can enable auto-pay in one place, I should be able to disable it in the same place. Agent: You're absolutely right. The app should have full functionality for managing features that were set up elsewhere. Customer: How am I supposed to know that the app can't manage settings that were

created on the website? This is basic functionality. Agent: I agree it's not intuitive. Currently, auto-pay can only be disabled through the website or by calling customer service. Customer: This is really poor app design. I should be able to manage all my account features from any channel. Agent: I completely understand your frustration. I can disable auto-pay for you right now, and I'll document this as a feature gap in our mobile app. Customer: Please do. The app should have feature parity with your website, especially for something as basic as payment management. RESOLUTION: Mobile app lacks feature parity with website for payment management IMPACT: Customer can't manage account features through preferred channel ROOT CAUSE: Feature gap between channels

===== SECTION 4:  
TARGET CHANNEL

===== CALL

TW\_TARGET\_001 Date: August 2, 2024, 11:30 AM Journey Type: Tangible Category: SIM Card Activation Severity: High TRANSCRIPT: Agent: Total Wireless support, this is Paul. Customer: I bought a Total Wireless starter kit at Target this morning, but when I try to activate it at home, it says the SIM card is already active on another account. Agent: That's definitely not supposed to happen with a new starter kit. Let me check the SIM card status. Customer: The Target employee scanned it and everything seemed normal at purchase. The receipt shows it as a new activation kit. Agent: I can see this SIM card was indeed previously activated 6 months ago but wasn't properly deactivated when that customer left our service. Customer: So Target is selling used SIM cards as new? That's concerning from a security standpoint. Agent: This appears to be an inventory management issue where returned or recycled SIM cards entered the retail supply chain without proper reset. Customer: I paid for a new starter kit and I expect a clean, never-used SIM card. Who knows what data might still be associated with it? Agent: Your security concerns are completely valid. I'll send you a brand new starter kit overnight and investigate how this SIM card made it back into retail inventory. Customer: This suggests there are problems with how returned inventory is processed. What if this happens to other customers? Agent: You're right that this could be affecting other customers. I'll escalate this as a potential widespread inventory control issue. Customer: Target should also be informed so they can check their other Total Wireless inventory for similar problems. Agent: Absolutely. I'll coordinate with our retail partnership team to alert Target about this issue. RESOLUTION: Previously activated SIM cards improperly returned to retail inventory IMPACT: Security concerns, customer receives non-new product ROOT CAUSE: Inventory management failure --- CALL TW\_TARGET\_002 Date: August 4, 2024, 03:45 PM Journey Type: Tangible Category: Promotional Pricing Severity: High TRANSCRIPT: Agent: Thank you for calling Total Wireless, this is Laura. Customer: I'm at Target right now and there's a big discrepancy between the price on your display and what Target is charging me at checkout. Agent:

I'm sorry about the pricing confusion. Can you tell me what product and what prices you're seeing? Customer: The Total Wireless display shows the unlimited plan for \$45/month, but Target's register is charging me \$55/month. Agent: Let me check our current retail pricing... I see the issue. The display materials are showing our direct online pricing, but Target has different retail pricing. Customer: But it's the same Total Wireless service! Why would the price be different just because I'm buying it at Target? Agent: Target is an authorized retailer but they set their own pricing for Total Wireless products and services. Customer: The display doesn't say anything about Target having different pricing. It just shows the Total Wireless logo and the \$45 price. Agent: You're absolutely right that this is misleading. The display should clearly indicate if prices are different from retail pricing. Customer: So if I want the \$45 price, I have to order online instead of buying it here at the store? Agent: That's correct. Our online price is \$45, but Target's retail price is \$55 for the same plan. Customer: This is deceptive marketing. Your display in Target should show Target's actual prices, not online prices that aren't available in the store. Agent: I completely agree. The in-store displays should reflect the actual prices available at that location. RESOLUTION: In-store displays show online pricing instead of retail pricing IMPACT: Price discrepancies at checkout, misleading customer expectations ROOT CAUSE: Inconsistent pricing display --- CALL TW\_TARGET\_003 Date: August 6, 2024, 01:20 PM Journey Type: Tangible Category: Device Return Severity: Medium TRANSCRIPT: Agent: Total Wireless, this is Steven. Customer: I bought a phone at Target 10 days ago, but it's not working properly. Target says I have to call Total Wireless for returns, but I thought I could return it to Target. Agent: Let me clarify our return policy for devices purchased at retail locations. What specific issues are you having with the phone? Customer: The phone randomly restarts several times a day. It's clearly defective, but Target won't take it back. Agent: For defective devices, you're right that Target should handle returns within their return window. Let me check what might be causing the confusion. Customer: The Target employee said Total Wireless products have different return rules and they can only exchange SIM cards, not phones. Agent: That's incorrect information. Target should accept returns of defective Total Wireless devices within 30 days, just like any other electronics they sell. Customer: So Target's employees don't understand the return policy for products they're selling? Agent: It appears there may be training gaps about Total Wireless product return procedures at some Target locations. Customer: This put me in a really difficult position. I have a defective phone and the store where I bought it is refusing to help. Agent: I understand how frustrating that must be. I can coordinate with Target's management to clarify the return policy, and arrange a return through our direct channel if needed. Customer: There should be clear documentation at Target about how returns work so employees know what to tell customers. Agent: You're absolutely right. Our retail partners need clear training materials and policy documentation for their staff. RESOLUTION: Target employees misinformed about Total

Wireless return policies IMPACT: Customer stuck with defective device, retail partner training gaps ROOT CAUSE: Retail partner training failure

===== SECTION 5:

SMS/BOT/IVR CHANNEL

===== CALL


TW\_SMS\_001 Date: August 1, 2024, 08:45 AM Journey Type: Non-tangible Category: Balance Inquiry Severity: Medium TRANSCRIPT: Agent: Total Wireless support, this is Emma. Customer: Your SMS bot is giving me completely wrong information about my account balance. Agent: I'm sorry about the incorrect balance information. What is the bot telling you versus what you expect? Customer: I texted BAL to check my balance, and it responded that I have \$0 remaining and my service will be suspended. But I just paid my bill 3 days ago. Agent: Let me check your actual account balance... You're correct, your account shows \$45 credit and your service is active with no suspension risk. Customer: So why is the SMS bot telling me I have no balance and will be suspended? Agent: It appears the SMS system is pulling from an outdated database that doesn't reflect your recent payment. Customer: How often does this database update? If I pay my bill, when should the SMS system show the correct balance? Agent: The SMS system should update within an hour of payment processing, but it seems like there's a sync delay or failure. Customer: This caused me to panic thinking my service would be cut off when I'm traveling for work. Agent: I completely understand that alarm. Incorrect balance information can cause significant stress, especially when traveling. Customer: The bot should either show accurate information or tell me it's unavailable rather than showing wrong data. Agent: You're absolutely right. Incorrect information is worse than no information because it causes customers to make decisions based on false data. Customer: I almost made an unnecessary payment because I thought my account was empty when it actually had plenty of credit. RESOLUTION: SMS bot balance inquiry showing outdated/incorrect account information IMPACT: Customer panic about service suspension, potential unnecessary payments ROOT CAUSE: Database synchronization failure --- CALL TW\_SMS\_002 Date: August 3, 2024, 11:15 AM Journey Type: Non-tangible Category: Data Usage Alerts Severity: High TRANSCRIPT: Agent: Total Wireless support, this is Frank. Customer: I keep getting SMS alerts saying I've used 90% of my data, but I'm on an unlimited plan. Why am I getting data limit warnings? Agent: That's definitely confusing for an unlimited plan customer. Let me check your plan details and alert settings. Customer: I switched to unlimited specifically to avoid worrying about data limits, but these constant alerts are stressing me out. Agent: I can see you're on our unlimited plan, but the SMS alert system is still configured for your previous limited data plan. Customer: So when I changed plans, the alert system didn't update automatically? Agent: That's correct. Plan changes should automatically update all associated alert settings, but that didn't happen in your case. Customer: I've been restricting my data usage for weeks thinking I was



about to hit a limit that doesn't even exist! Agent: I'm very sorry about that. You should be able to use your unlimited data without worrying about these false alerts. Customer: How many other unlimited plan customers are getting incorrect limit warnings and unnecessarily restricting their usage? Agent: That's a concerning question. If the alert system isn't updating automatically with plan changes, it could be affecting other unlimited customers too. Customer: This is a significant system flaw that's defeating the purpose of unlimited plans. Agent: I'll disable the data limit alerts on your account immediately and escalate this as a plan change integration issue. Customer: You need to audit all unlimited plan customers to make sure they're not getting false limit alerts. RESOLUTION: SMS alert system doesn't update when customer changes to unlimited plan IMPACT: Unlimited customers receive false limit warnings, unnecessarily restrict usage ROOT CAUSE: Plan change integration failure --- CALL TW\_SMS\_003 Date: August 17, 2024, 01:30 PM Journey Type: Non-tangible Category: Service Commands Severity: Medium TRANSCRIPT: Agent: Total Wireless support, this is Benjamin. Customer: I'm trying to use SMS commands to manage my account, but half of them don't work and the help menu is confusing. Agent: I'd be happy to help you with SMS commands. Which specific commands are you having trouble with? Customer: I texted HELP and got a list of commands, but when I try to use them, most respond with 'invalid command' errors. Agent: Let me check which SMS commands are currently functional... I see that several commands listed in our HELP response are actually disabled or deprecated. Customer: So you're advertising SMS commands that don't actually work? That's misleading. Agent: You're right that the HELP menu should only show commands that are currently functional and properly working. Customer: I tried DATA to check my usage, ADD to purchase add-ons, and PLAN to view my plan details. None of them worked. Agent: Those are all listed in our HELP menu, but I can see they're not working properly. The SMS command system seems to have multiple broken features. Customer: Why offer SMS commands at all if they're not going to work reliably? Agent: SMS commands should provide a quick way for customers to access basic account information, but clearly our implementation has significant issues. Customer: I wasted time trying to use these commands when I could have just called or used the app. Agent: I understand the frustration. Non-working features waste customer time and create a poor experience. Customer: You should either fix all the SMS commands or remove them from the HELP menu so customers don't expect them to work. Agent: You're absolutely right. I'll escalate this as a priority issue to either fix the SMS command system or update the help documentation. RESOLUTION: SMS help menu advertises non-functional commands IMPACT: Customer expectations not met, time wasted on broken features ROOT CAUSE: Poor system maintenance and documentation =====

DATASET SUMMARY

===== Total Transcripts: 15

Channels: 5 (3 transcripts each) High Severity Cases: 8 Medium Severity Cases: 7  
Issue Category Distribution: - System Integration Failures: 5 cases - Poor Error  
Messaging: 4 cases - Misleading UI/Marketing: 3 cases - Feature Gaps Between  
Channels: 2 cases - Quality Control Issues: 1 case Common Root Causes: 1. System  
integration failures between different platforms 2. Poor error messaging that doesn't  
guide customers 3. Misleading information in UI and marketing materials 4. Feature  
parity gaps between different access channels 5. Database synchronization issues  
Customer Impact Themes: - Forced to use alternative channels for basic functions -  
Unexpected charges due to poor notifications - Wasted time due to misleading  
information - Trust issues from inconsistent experiences - Service disruptions from  
technical failures This dataset provides realistic training scenarios for an AI system to  
learn how to convert customer support issues into structured test cases for QA teams.  
Generated: August 28, 2024 Format: Text dataset ready for LLM training Version: 1.0   
Dataset Summary

Total Records: 15

High Severity: 8 cases

Medium Severity: 7 cases

Tangible Journeys: 8

Non-tangible: 7

Channels: 5 total

Top Issues:

- Poor error messaging
- System integration gaps
- Misleading UI/marketing

 For LLM Training:

This dataset contains realistic customer support scenarios that demonstrate common  
issues across all Total Wireless channels. Each transcript includes the problem context,  
customer frustration points, and root cause analysis - perfect for training an AI model to  
generate corresponding test cases.