EE Procedure for agents for customer support

Instructions for any enquiry :

1. Follow the below procedure to understand the nature of the issue and try to solve it
2. Fill the customer complaint registration book with all the details
3. Communicate the complaint number to the customer
4. Make the customer sign to validate all the information communicated are correct
5. If you don't manage to solve the issue, escalate it to your supervisor.

THE CUSTOMER HAS NO POWER :

1. Ask for the meter state : Bulbs and CIU should be OFF
2. Check credit
   If the credit balance is negative : Ask the customer to top-up on energy
3. Check connection fee status
   If the customer has a loan for connection : Ask the customer to top-up on order
4. Check the latest payment status
   If the customer mentions having paid for 1 or 2 and it doesn't reflect on balance/order : Ask to the customer the confirmation SMS and the payment reference
   Verify the customer paid on the correct meter ID.
5. Check if it is an isolated case
   If it affects several customers, it might be a general issue. If you are aware a blackout or a technical problem going on, communicate it with the customers

THE CUSTOMER ASKS ABOUT OUR SERVICES :

1. Present the different prices and services
2. Explain how to book orders : payment on the previous day and collection the next day
3. Explain the directions to the Productive Hub

THE CUSTOMER ASKS ABOUT THEIR CONTRACT/CONNECTION/SITUATION :

- The customer wants to be connected : Follow the acquisition process
- The customer is changing house : if there is no meter at the new house, communicate the need to your supervisor
- The customer has issue with the house/connection : communicate it to your supervisor

For any other enquiries, take note of it and if you don't manage to serve it, escalate it to your supervisor.