
 Return

# Frontline Advisor

 Mar 21, 2021



## Recommendation

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 Submit a Ticket

## Experience Breakdown



Device



Poor



Coverage



Great



Voice  
Network



Great



Data  
Network



Issues

## Customer Overview

PHONE NUMBER

**14252130569**

DEVICE NAME

**SAMSUNG GALAXY S21**

CUSTOMER BRAND

**TMO POSTPAID**

ACCOUNT STATUS

**ACTIVE**

ACTIVATION DATE

**2007-07-26**


MIGRATION DATE

**2007-07-26**

# OF CUSTOMER CARE CALLS

**2**

## Submission Details

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## + Submission Details

## Experience Breakdown

 Device	 Coverage	 Voice Network	 Data Network
 Poor	 Great	 Great	 Issues
Device Compatibility Fully Compatible (5G)	Home Coverage Great	Dropped Calls None	TBD N/A
Software Issues Detected	Device-Site Compatibility Great	Audio Quality N/A	
	Software Issues Detected 		

Recommendation

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Submit a Ticket

Experience Breakdown

**Device**

Poor

Device Compatibility  
Fully Compatible (5G)

Software Issues  
Detected

**Coverage**

Great

Home Coverage  
Great

Device-Site Compatibility  
Great

Software Issues  
Detected

**Voice Network**

Great

Dropped Calls  
None

Audio Quality  
N/A

**Data Network**

Issues

TBD  
N/A

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