Auto fail Guidelines and Highlights

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Short description	Guidelines and Highlights for all agents to know what can make them receive an auto fail
Relevant to	All customer care representative
Authority	Quality Manager
Responsible officer	Quality Manager
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Related legislation	*PCI*
	Job duties and responsibility
Key words	Guidelines, procedures, and process

1. PURPOSES

1.1 To ensure that all Customer Care Representative are aware what behaviors, process and procedures can cause them an auto fail.

1.2 Reduce the number of auto fails for Belize

1.3 Improve Quality Performance, follow Tracfone processes correctly and provide a better customer service experience.

2 SCOPE

2.1 Guidelines and Highlights applies to all customer care representatives, Supervisors, Shift Managers, Trainers, Mentors, Quality Analyst, Managers and to everyone who have contact with customers.

3 Auto fail Behaviors

3.1.1 Training Flash 29 (Call Handling Rules)

3.1.2 Training Flash 129 (Airtime Conversion)

3.1.3 Training Flash 62 (Outbound Call Spiel)

3.1.4 Training Flash 132 (Auris ILD Update)

3.1.5 Training Flash 24 (Workforce Pin in TAS for all brands)

3.1.6 Training Flash 47 (MMS/Data Troubleshooting)

3.1.7 Hangs up on a customer

3.1.8 Documents CC # or social security #

3.1.9 Curses or uses foul language

3.1.10 Refuses to provide ID or Gives False Id

3.1.11 Provides CC information to the customer

3.1.12 Rude or Loses Composure

3.1.13 Did not assist the customer

3.1.14 Transferring the call without informing the customer that the call will be transferred

3.1.15 Customer calling from the handset and the CSR ask the customer to turn the phone off/on.

3.1.16 Call gets disconnected and the CSR does not call back the customer and documents an interaction with the call back number.

3.1.17 Threatens the Customer

3.1.18 Sarcasm

3.1.19 Releasing a Call

3.1.20 Engaging in conversations that are non - business related (Asking for any personal information from the customer not related to the account)

3.1.21 Does not offer the customer a call back for technical troubleshooting

3.2 Process

3.2.1 Corrective Action Form needs to be filled out when an agent receive an Auto Fail

3.2.2 Any CSR who receive an Auto Fail needs to be coach by Quality Analyst ASAP.

3.2.3 After CSR receive coaching then he/she needs to see QA Manager and if QA Manager is not available then they need to see Account Manager

3.2.4 Based on the reason of the Auto fail the QA Manager will have the decision if the agent should be dismissed or written up followed by a week suspension.

3.3 Internal Evaluator

3.3.1   3.5.1 Internal Evaluator needs to send an email when evaluating an agent as an Auto fail, email needs to be sent to Quality Analyst, Supervisor, Shift Manager, Account Manager, and Quality Manager.

3.4 Behaviors that will lead to immediate dismissal

3.4.1   Hangs up on a customer

3.4.2   Curses or uses foul language

3.4.3   Rude or Loses Composure

3.4.4   Did not assist the customer

3.4.5   Threatens the Customer

3.4.6   Releasing a Call

> **Note:** Cases not listed in 3.4.1 to 3.4.6 will be evaluated individually and disciplinary actions will be taken.

3.5 Internal/External Auto fail

3.5.1   This document applies for both Internal/External Auto Fails