

Important

You are pending to be evaluated this month which means that corporate QA will evaluate you this or next week.

Please concentrate in your calls in order to receive a high score

QA Tips:

- Allow the customer to speak freely
- Keep your customer well informed by **INFORMING** the customer of the **ACTIONS TAKEN** and **TIME FRAME**.
- Remember to ask **security questions to validate the customer's identity prior to making any changes to an Account.**
- **After applying security questions be sure to update the 4 digit security pin on the customer's account**
- **For Upgrades be sure to inform the customer that the new esn will be added to the existing account.**

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Ready Call Center
Innovating experiences