

QUALITY TIPS WE JAN 15

Good day teams,

As of Monday January 9th 2017, you will be assigned a new Quality Analyst.

I thank you for the great job that you have done for the previous weeks and for working with me.

Please remain focused and perform you best on your calls.

Below are the new updates that apply to us and areas of opportunities. I hope the file is helpful.

Thanks.

TAS Training Manual- Programming Page 53:

When enrolling a customer in the **AUTO REFILL** and the credit card is already registered to the account, you should ask for:

From the "Payment Sources", ask for the **last 4 digits of the credit/debit card** they would like to use, the **expiration date**; and the **CVV code** and enter it in the CVV field.

UPDATED EXTENSIONS in the transfer guidelines:

Port			
<p>Customer is calling because:</p> <ul style="list-style-type: none"> • To check on the status of their port <ul style="list-style-type: none"> • If in Resolution Required, Transfer to Port • If Port ticket does not have any notes transfer to port. • Any other status please assist • Port related only - Did not receive SIM <ul style="list-style-type: none"> • Package delivered but customer did not receive it transfer to Port • All agents can handle other scenarios • Requests to cancel the Port <ul style="list-style-type: none"> • Transfer to Port • Ported number is not working and Port ticket was completed less than 72 hours ago <ul style="list-style-type: none"> • Unable/unable or any variation of transfer to Port • Features transfer to CRT 	<div style="border: 2px solid red; padding: 2px; text-align: center;"> 1469 - ENG 1157 - SPA </div>	Blind Transfer	Onboarding Group
<ul style="list-style-type: none"> • Error 120 - Changed Ported MIN • MIN is in "Returned" status 	<div style="border: 2px solid red; padding: 2px; text-align: center;"> 1469 - ENG 1157 - SPA </div>	Call for Support	Onboarding Group
<ul style="list-style-type: none"> • Port status is delayed over 24 hours 	1270 - ENG 1378 - SPA	Warm Transfer	Port Escalations
<ul style="list-style-type: none"> • External carriers calling for a Port Out <ul style="list-style-type: none"> • Less than 4 hours from the OSP initiated the Port – Advise them to wait • 4 hours or more Transfer to Port 	1300	Blind Transfer	Port Escalations

Refunds			
All Refund Requests	<div style="border: 2px solid red; padding: 2px; text-align: center;"> 1877 - ENG 1878 - SPA </div>	Blind Transfer	Refund Team

Tip: Please ensure to check your transfer guidelines before transferring any call.

QUALITY TIPS WE JAN 15

Ticker Updates:

Agents can use the workforce pin as a workaround for customers that cannot be issued replacement minutes, data or service days. Please make sure they are using the paygo plans (252 plan). - 01.07.17 AAc

-Updated: Jan. 07,2017 04:03 PM

-Posted: Jan. 07,2017 03:55 PM

If you get a call from a customer that wants to port their number to us please create the initial port ticket yourself if you are trained to do so. Do not transfer the call to the Onboarding Group. JG 01-06-2016

-Posted: Jan. 06,2017 03:43 PM



TF # 002.2017 Technology Migration Solutions 01 05 17 ORI

AT&T 2G Migration has been extended up to March of this year. Please follow TF #020.2016 (UPDATED #150.2015) 2G Migration 12 08 16 ORI accordingly.

In TAS, make sure to follow the Technology Migration Solution for instructions on 2G solutions.

TF # 003.2017 SafeLink Unlimited Plans 01 05 17 ORI

Check out the new Safelink Upgrade Plans:

Safelink customers		 Hours of Accessing Web Pages	 Basic E-mail/ Instant Message
\$15	Unlimited Talk & Text*	20 hours	462 e-mails
\$20	Unlimited Talk & Text + 1GB of Data*	40 hours	1,400 e-mails
\$30	Unlimited Talk & Text + 4GB of Data*	150 hours	8,000 e-mails
\$45	Unlimited Talk & Text + 10GB of Data*	433 hours	18,400 e-mails

QUALITY TIPS WE JAN 15

Important points to remember:

- ✓ Customers who were previously enrolled in Safelink and no longer receive lifeline benefits will also be able to purchase an unlimited plan.
- ✓ This does **not** apply to Safelink California customers.
- ✓ Can be purchased via: website, TAS, MoneyGram, Branded Retail Stores and other authorized retailers in the near future
- ✓ When purchasing via TAS, you must read the pop up message to the customer.
- ✓ If the customer does not redeem another unlimited plan prior to their service end date, the system will return them to their original Safelink plan and only their paid balances will be restored
- ✓ The customer can purchase multiple plans and they will be queued in reserve

Purchasing Airtime via MoneyGram

Customers can visit their local MoneyGram location and purchase the unlimited airtime service plans. The SafeLink customer must specify the **receive code** for the desired plan:

Plan	Talk	Text	Data	Receive Code
\$15.00	Unlimited	Unlimited	500MB	15796
\$20.00	Unlimited	Unlimited	1 GB	15797
\$30.00	Unlimited	Unlimited	4 GB	15798
\$45.00	Unlimited	Unlimited	10 GB	15799

NOTE:

- ✓ If purchasing online, in TAS, or via MoneyGram, PPE/Feature phone customers will only have the option to purchase the \$15 unlimited plan. Smartphone and BYOP customers will be able to purchase any of the four unlimited plans.
- ✓ If the customer is on an unlimited plan, they will not be able to add a PayGo card until their service end date.
- ✓ PPE customers who have not redeemed a card in the past 6 months are not eligible for storing PAID balances.

Areas of Opportunity:

BYOP:

When a person wants to bring their own phone to our company (GSM), you need to offer them to purchase a SIM kit with you before redirecting the customer to a retailer.

Asking unnecessary questions:

If you have the customer's account already up, try to ask least questions possible. You can take time to review the account: History Tab.

HSN/QVC:

If a customer informs you that he/she did not receive the benefits promised by HSN/QVC you can check **RESERVED PINS** to see if the airtime PIN is reserved to the account. You can do this after thoroughly checking the account and validating that the benefits were not received. If no success, then have the customer call HSN/QVC.

Auto Fails!

It is imperative that you always speak to your customers with professionalism.

If you are going to call back a customer, ensure that you have the correct number by repeating the number back to customer. If you call back the wrong number, you will receive an auto fail.