

Hello Guys,

Here are some tips that would be useful and make the transition more easier for you .

Below is the most important information when working with a VMBC Customer:

1. Be sure to have your recording applications visible at all times
2. Be sure to access your **IkBase** to verify which state it is **mandatory or optional** to do the recording.
3. Be sure to provide all available options to the customer

Failure to do the following will cost **40 points** on the VMBC QA Evaluation Form under **Adheres to Correct Process**.

Call Opening Script is as follows: **'Thank you for calling Safelink Wireless, my name is ***** how may I assist you today.'**

Ensure to state the customer's name at least 3 times throughout the entire call.

Below is the information you need to submit to your supervisor for escalation on a daily basis:

- 1. If you need to resend the customer the phone** (only if never received, if other, customer must speak to Tech Support)
- 2. Form Request Sheet to include: Agent Name, EID, Language, Fax# and the e-mail address**

Application stuck in Qualified

- i. If the application is in qualified status, it means it went to pending to qualified and either. The phone had not left the ware house, sometimes for tech problems details, and the application is stuck in qualified.
- ii. How they know it is stuck in qualified?
 1. Because it has not change to enroll after 5.7 business days to getting qualified.

Refer to the Ik Base under escalations.

Be sure to provide all available information to the customer, take your time and try as best as you could to remain focus and alert on all your calls.

Stay Positive! You can do this!!!!!!!!!!

Center QA Form Questions and Feedback for VMBC

1. If assistance is needed in regards to technical assistance should the calls be transferred?
No. The calls are to be handled since the csr is also technical support.
2. When should the coverage map be checked?
The coverage map should be checked after the customer provides the zipcode in order for the csr to verify if the customer will be able to have coverage. All coverage maps should be verified.
3. What is considered dead air? How many points will be deducted?
Dead air is when there is unexplained silence. 10 pts will be deducted under section Communication Skills.
4. Will it still be considered an auto fail if the csr verifies back the SS#?
It is only an auto fail if the SS# is already on the customer's account and the csr verifies it back to the customer. If it is a first time enrollment then as per procedure the customer needs to provide the SS# twice.
5. Should the csr read the extended call policy script at 30 minutes?
No the extended call policy script should not be addressed for VMBC calls. It should be addressed for regular calls.
6. Will points be deducted if the csr have the customer on hold for an extended period of time in order for the recording to be submitted?
The maximum time that the csr is required to have the customer on hold is 3 minutes. If this is exceeded 40 points will be deducted under adheres to correct process.
7. In some cases, the script indicates that the customer will need to purchase a new phone. Question: can the customer purchase a device from a retailer?
Yes. The customer will be able to purchase a new phone from one of our local retailer.

Note that an autofail can be given if the recording script is not read verbatim (word for word) Being rude, hanging up on the customer, curses or uses foul language, disconnect the call, disconnect call policy and not providing correct id information.