

Topic	Adheres to Correct Processes
Coaching Example	<ul style="list-style-type: none"> • Incorrect hold procedures. • CSRs are changing customer account information without validating the caller's identity. • TF #043.2017 Avaya One-X Work Codes for SafeLink is not being followed. • CSRs are not following the instructions outlined in TF #024.2017 CTI Call Greetings. • When a customer calls to transfer the phone number and/or minutes to another phone, CSRs are not advising them that the NEW ESN will be added to their current account. • Situational Scripts for customers that do not hang up properly at the end of the transaction are not being followed.
Correct Solution	<ul style="list-style-type: none"> • When placing a customer on hold, CSRs need to: <ul style="list-style-type: none"> ➤ Ask permission to place the customer on hold ➤ Provide a reason and estimated time for the hold ➤ Refresh the call within the promised hold time ➤ Thank the customer for holding after returning to the line • When customers request to change the information on the account, CSRs need to follow the Security Questions process outlined in TF #013.2017 Confidential Information and Security Questions, before making changes to the account. • CSRs need to ensure that the steps outlined in TF #043.2017 Avaya One-X Work Codes for SafeLink are followed to ensure that the correct category from the Add Work Codes list is selected. • TF #024.2017 CTI Call Greetings states, if the call came in with CTI information, TAS should populate the customer's information in the Profile section. Proceed to validate the last 4-digits of the phone number. • TAS Training Manual - Programming Page 142, states that before beginning with the upgrade process, advise the customer that the NEW ESN will added to their current account. • When customers do not hang up at the end of the call, CSRs need to follow the Situational Script "If the caller doesn't hang up at the end of the call", which is located in Agent Support.

	<p>Script for Representative If the caller doesn't hang up at the end of the call</p> <p>Script for Representative if the caller doesn't hang up at the end of the call.</p> <p>If the caller does not hang the phone up properly, wait 5 seconds and follow the steps below.</p> <ol style="list-style-type: none"> 1. Mr/Mrs. _____ or Caller are you there? Wait 5 seconds 2. Mr/Mrs. _____ or Caller are you there? Wait 5 seconds 3. Release the call.
Incorrect Solution	<ul style="list-style-type: none"> • Placing customers on hold without following correct procedures. • Changing customer's account information without asking Security Questions. • Avaya One-X Work Codes TF #043.2017 for SafeLink Training Flash is not followed correctly. • Verification of the last 4-digits of the MIN when CTI information is available is not followed based on TF # 024.2017 CTI Call Greetings. • Completing the upgrade without advising customers that the NEW ESN will be added to their current account. • Situational Scripts are not being followed.

Topic	Resolution
Coaching Example	<ul style="list-style-type: none"> • When customers call requesting compensation and do not have a legitimate reason, CSRs are transferring the call unnecessarily. • CSRs are transferring calls when customers call to complete an upgrade.
Correct Solution	<ul style="list-style-type: none"> • TAS Training Manual- Programming page 178 states that for non-legitimate concerns, customers must be advised that it is against our policy to grant airtime compensation or service days. Calls should not be transferred to another department or supervisor. CSRs should decline the request in a professional and courteous manner. • CSRs need to handle the call Business as Usual (BAU), when customers call to complete an upgrade.

Incorrect Solution	<ul style="list-style-type: none">• Transferring calls when not applicable.• Transferring calls unnecessarily.
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Topic	Auto Fail
Coaching Example	<ul style="list-style-type: none">• When placing outbound calls, CSRs are not providing the Outbound Call Spiel.• When calls are disconnected, CSRs are not calling customers back.
Correct Solution	<ul style="list-style-type: none">• CSRs need to advise customers (this includes anyone they speak to), that the call may be recorded for Quality Assurance purposes when an outbound call is placed.• CSRs need to ensure that when the call is disconnected that they call customers back on the number displayed in Avaya or CTI.
Incorrect Solution	<ul style="list-style-type: none">• Outbound Call Spiel not provided during outbound calls.• After the call is disconnected, CSRs are not calling customers back.