

Major Areas we cannot fail

- Idle screen
- Allowing customer to speak freely
- Extended after call
- Incorrect use of aux 4 when the call is over

- When activating the phone, should we validate here the zipcode?

Activation

SIM ZIP Code SIM Exchange Case N

Add Airtime

Airtime Pin

Promo Code

Description

Access Days

Units

1. If the SMS feature is provisioned both in SUI and the Clarify side, how many times we should click on "Auto Fix"?
2. What is universal branding? And what brands are exempted from this process?
3. How many points are marked off for not creating denied exchange once TAS allows you not to exchange the phone?

The following we need to control:

If the caller does not hang the phone up properly, wait 5 seconds and follow the steps below.

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.

- When resetting VM, should we apply security questions? How about resetting VM password?
- If we aux from the avaya when CTI is working, how many points are marked off?

VMBC:

How many ways could you locate the enrollment information either in CSR tool or Solix?

Ways of getting a promo code:

PROMO CODE

What is a Promotional Code?

- Customers will receive bonus minutes corresponding to the promo code.
- Customers can receive promotional codes through mails, emails, voice blast, and text messages.
- Customers can also check for promotional codes on the TracFone website.
- Promotional codes are only applicable to TracFone and SafeLink accounts.

Shipping Information: Tracfone

Effective immediately, we will NO longer use overnight delivery for TracFone and NET10 warranty exchange shipments or any air bills (exceptions noted below.) All items will now be shipped using 2nd day delivery.

It is imperative that you set the correct expectations for two day delivery. Please review the timeframes below and advise our customers accordingly:

TracFone & Net10			
Case Created		Handsets & SIM Cards	
		Fedex 2 - day	
		Ships	Arrives
Saturday, Sunday or Monday	Anytime	Tuesday	Thursday
Tuesday	A.M.	Tuesday	Thursday
	P.M.	Wednesday	Friday
Wednesday	A.M.	Wednesday	Friday
	P.M.	Thursday	Monday
Thursday	A.M.	Thursday	Monday
	P.M.	Friday	Tuesday
Friday	A.M.	Friday	Tuesday
	P.M.	Monday	Wednesday

Shipping Information: Safelink

SAFELINK			
Shipping Method: <i>USPS (Smart Post 7-10 days)</i>			
Case Created		Ships	Arrives
Monday	Anytime	Tuesday	Next week Tuesday or by Tuesday of week after
Tuesday	A.M.	Tuesday	Next week Tuesday or by Tuesday of week after
	P.M.	Wednesday	Next week Wednesday or by Wednesday of week after
Wednesday	A.M.	Wednesday	Next week Wednesday or by Wednesday of week after
	P.M.	Thursday	Next week Thursday or by Thursday of week after
Thursday	A.M.	Thursday	Next week Thursday or by Thursday of week after
	P.M.	Friday	Next week Friday or by Friday of week after
Friday	A.M.	Friday	Next week Friday or by Friday of week after
	P.M.	Monday	Next week Monday or by Monday of week after
Saturday, Sunday	Anytime	Tuesday	Next week Tuesday or by Tuesday of week after

Spelling correctly when creating an enrollment: VMBC

- Confirm enrollment information

Verify that the caller is the account holder, that the name on file is the legal one (spell it phonetically) and that the contact and plan information match with the enrollment information:

Self Serve and Safelink (TF 86) Safelink agent support providing balance

Instructions

REP: Please provide the correct information depending on carrier.

Balance Self Service Tips:

- For AT&T: Dial/Call *777*1#
- OR
- For T-Mobile: Download the My Account APP or go on the web to Check balance.

611611 for Safelink

Customers can perform a balance inquiry on demand by texting the word "BALANCE" to 611611. For customers active with T-Mobile or Verizon, it will deliver the free benefits and the paid balance. Customers active with AT&T will receive the total balance.

*****Remember if you ask for unnecessary info, its 20 points. Ensure to find the information with the tools provided*****

Ghost Calls: VMBC calls

These are calls with no audio, which means that the caller cannot be heard. In these situations, agents must provide the opening three times in a row, and if nobody answers, they will state that due to audio issues, the call will be disconnected:

- *We do apologize, but there seems to be audio issues and I cannot hear you properly. If you wish, you can call us back to 1-800-723-3546 (1-800-Safelink) once again for further assistance. Thank you for calling Safelink Wireless. Have a nice day.*

Dead Air: Regular Calls

Please proceed with the following steps:

1. Thank you for calling Tracfone Wireless (or other brand), My name is _____. How may i assist you today?
2. Thank you for calling Tracfone Wireless (or other brand), My name is _____. How may i assist you today?
3. Hello, I cannot hear you. If you need assistance, please call us back from another line. Thank you for choosing Tracfone Wireless (or other brand), have a nice day.

Sudden silence on the line – Not disconnected

- *Sir./Ma'am, unfortunately I'm not able to hear you, are you still there?. Sir./Ma'am, I'm still not able to hear you, I will have to release the call if I don't get a reply. Sir./Ma'am, unfortunately it seems to be that there are issues with the line, I will release the call now as I'm not able to hear you; if you can hear me and you still need assistance, please call us back to 1-800-723-3546 (1-800-Safelink). Thanks for calling Safelink Wireless, have a nice day, bye.*

Customer Places You On Hold

The representative should maintain professionalism and wait for the customer to return.

If the customer does not return after approximately 3 minutes, the representative should contact their supervisor to advise of the long wait.

Once the supervisor has been informed, if the customer has not returned please read below script before releasing the call.

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.
4. Create interaction.
5. Perform call back.