Call Type	Corporate Notes	Correct Process
Defective Phone	**You asked for a moment to check information at (2:46) but no relevant actions were taken from (2:48) to (3:32) and at (7:33). Avoid elongating the call by checking your Schedules and Adherence when you've requested a moment to work on the System (6:34) (7:13). Remember to ask Security Questions when sending a Replacement phone, additionally you didn't fill the "Number customer calling from" field (7:49).**	If a CSR request time to work on the account they should work on the customer account and their screen should not remain idle. CSR should not check their schedules or adherence in impact 360 while assisting a customer.CSR's should follow "TF # 013.2017 From TF #032.2016 UPDATED Confidential Information and Security Questions 03 03 17 ORI" when replacing a defective handset.
Upgrade	Hi X You opened the call in a timely manner, just try to sound more enthusiastic while you provide the call opening, **remember that at (01:00) you verify the new account so you have available the new sim card and at (02:30) you ask for the complete sim card number instead of the last four digits of the new sim, card** according to the flowchart you do not need to ask for the complete number just enter the sim card number and since you already have the information in the system you just need to ask for the last four digits, also **remember that If the customer is unable to provide the ESN/MIN you may use the following variables to verify customer identity: *Last 4 of Social Security, *Date of Birth, *Zip code** provided on the application, You did a good job trying to assist the customer.	For this scenario, TAS displayed the new ESN when the agent open the call hence he was required to copy the SIM Card # and only ask the customer to validate the last 4 digits of the SIM Number when following the upgrade flow. CSR was assisting a safelink a customer hence he was required to use the alternate search because the customer was unable to provide ESN/MIN combination plus an additional option as outined in "TF # 013.2017 From TF #032.2016 UPDATED Confidential Information and Security Questions 03 03 17 ORI"
Reactivation	X well done by verifying the serial number with the customer, just r**emember that if the customer places you on hold you must wait 3 minutes (02:12) exactly to deliver the spiel (05:53) since you took (03:41) to provide the spiel** so try to be more focus on that part, also try to display more enthusiasm since at (11:14), (11:36), you sounded robotic, overall you provided the right information.	if the customer place an agent in hold the CSR should wait 3 minutes and if the customer does not return the CSR should say "caller are you there? Wait 5 seconds, Caller are you there? Wait 5 seconds"Release the call, Create interaction and perform a call back as outlined in Situational Script **"What to do if a customer places you on hold"**

Cancel safelink Program	X you did a good job opening the call; however, **keep in mind to follow the correct procedure since it was not necessary to ask to speak with the customer and verifying the Risk Factors since the Street agent was calling to reject the application (03:20).**	CSR was required to follow instructions outlined in IKBASE **"If the one who calls to reject an account is a Street Team agent, the agent will be able to reject the account after the Street Team agent verifies the ID#. Street Team agents do not need to verify risk factors to request a rejection.**
safelinl Re-Enrollment	X you did a great use of your tools in order to locate the customer's account, however, tr**y to change your tone of voice in order to sound friendlier** and more confident (00:48) (04:23) (13:16) (14:52). **You asked for a few minutes but you didn't specify the reason therefore you remained in unexplained silence**; from (01:26) to (02:30), from (06:10) to (06:32).	CSR's need to be friendly and professional while interacting with customers. CSR's can avoid unexplained silence by informing the customer of the action taken and providing a valid reason as outlined in "Situational Script -Unexplained Silence"
Balance Inquiry	X great job opening the call in a correct timely manner and by having your tools ready to take the call. **Remember to apply correctly the Situational Script for Customer Doesn't Hang Up (03:10).**	CSR should follow the Situational Script for Representative If the caller doesn't hang up at the end of the call by saying "Caller are you there? Wait 5 seconds, Caller are you there? Wait 5 seconds, Release the call and create your interaction.
Port In Internal	At (1:37) the customer tried to say something but you spoke over her. Remember to follow "TF #013.2017 From TF #032.2016 UPDATED Confidential Information and Security Questions" since at (1:57) you only asked for the zip code; in this case you need to ask for the complete phone number and zip code. Try to sound more confident (2:04). Good job assisting the customer with the transaction.	For this scenario, TAS displayed the customer account at the beginning of the call and the CSR validated the last 4 digits of the phone number, Since the CSR was applying security Questions he was required to ask the customer for the complete phone because at the begining of the call he only validated the last 4 digits of the MIN.
safelinl Re-Enrollment	Remember to let the customer speak freely since at (08:00) the customer tried to say something and you speak over the customer, also **remember to follow the correct procedure in every VMBC call since you did not follow the TF # 043.2017 Avaya One-X Work Codes for SafeLink**, You did a good job	CSR is VMBC Trained and should follow instructions outlined in "TF # 043.2017 Avaya One-X Work Codes for SafeLink 03 15 17 ORI" by selecting a workcode since this was a safelink VMBC Call. CSR should allow the customer to speak freely.