

March 2017

RELEASE CALL

GO THE
EXTRA
MILE.
IT'S NEVER
CROWDED

IF YOU WANT TO BE SUCCESSFUL,
IT'S JUST THIS SIMPLE. KNOW
WHAT YOU ARE DOING. LOVE WHAT
YOU ARE DOING. AND BELIEVE IN
WHAT YOU ARE DOING.

In This Issue

- What is Release Call Report.
- How is an offender identified
- Steps in revision of cases.
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Store No: 1019232

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What is Release Call Report

Release calls report is a list of agent reported by the client that have calls release. The releasing of calls can be non-intentional or intentional.

Non-Intentional Release– This is when an agent had followed all processes set by the client. If the process did not resolve the issue at the end and the agent could not assist farther it required to be release to avoid prolonging of call (Job Avoidance).

Intention Release– This is when agent had not followed process set to assist but instead decide to release the call.

How often do we receive this report- The report is sent on a weekly basis and requires feedback with a dead line of approximately 2 day; meaning that if the report is sent on Wednesday the feedback is due by Friday and the time is usually by 8:00am.

Who Receive This Report- The report is sent by email to all persons in the managers distribution. This report consist of the users of all the offenders and all interaction created by these user during the time frame.

Release call report was created by the client (Tracfone) as there were a high volume of calls being release without any kind of documentation as to why the call was disconnected which was resulting in loss of customer's.

How is an offender identified

Any Agent that has seven (7) or more release for the week is automatically place on the report.

Any agent that has three (3) or more invalid release for the week as well as agents that appears four (4) or more times within twelve weeks even if there is valid documentation by way of the interaction for the release are subjected to be removed from the account.


Steps taken to update them.

All existing agents has receive a copy of the Release call Policy ,read and sign confirming their understanding. The newer agent are given the Policy to read and sign while in training and a copy is being placed on all employee file.

As a reminder the information from the policy is being shown on the T.V monitor around the center as well as scenario that can assist or lead to your removal from the account.

A presentation is also done on day eight (8) of the New Hire Training to ensure a clear understanding and any doubt or questions can be answers or clarified by the Subject Matter Expert.

Release call Policy Sign Off

	CSRs Releasing Calls / Hanging up on Callers	Page 1 of 1	Doc. No.: CCCM - AF 00010
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The purpose of this policy is to ensure that Customer Service Representatives (CSRs) are not unnecessarily releasing calls.

CSRs are to only release calls that fall under the following scenarios (see situational scripts under the Quality tab in Agent Support):

- Customer uses profanity or sexual harassment on agents
- Customer fails to hang up
- Customer places the agent on hold and never comes back
- Dead Air calls
- Non business related calls
- Agent dialed the wrong number/extension
- Carrier, or Loss Prevention, departments request the agent to hang up after conferencing the customer
- Test Calls to the handset

In these cases, the agent will follow the appropriate situational script and then release the call. An interaction is required for each terminated call. If in doubt, the agent needs to get his or her supervisors' input on how to proceed.

TracFone will be sending a daily report detailing all agents who have terminated a call and the total count of all calls terminated. The centers will perform a full audit and send TracFone the interactions for each call that appears on the call terminated report.

Terminated calls without an interaction will lead to the CSR being removed from the TracFone account.

 Signature

 Printed Name

 Date

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Steps taken in revision of cases.

1. Compile calls release from CCMR SHARE FOLDER with the interactions receive via email.
2. Verify time stamp of call release with time stamp of interaction to see if the call released was justifiable. If the interaction time does not match check the call detail list in impact to see if a call back was conducted and match the end time of the call back end time with the interaction.
3. If the agent does not have a interaction for the time stamp but have a call back conducted the release call is justifiable but the agent must be address and coach on creating an interaction for all calls release.
4. If there is no call back or interaction to match the time of the call released and no call recorded for that time the agent must be address, coach and provided with disciplinary action.
5. If there is an interaction for the time the call released but the scenario does not match the release (fabrication of interaction). The agent must be address and provided with disciplinary action. Eg. The call lasted for 5 minutes but interaction stated it was a dead air call or the call lasted for seconds and the interaction stated the call was successful completed.
6. If the call was release due to refreshing of the Avaya or happing between different aux more even if there is an interaction the agent must be address and provided with disciplinary action.
7. If there is an interaction close to the time frame of the release but the call detail showed that the agent got another call. The interaction is for the 2nd call and that release is not justifiable.
8. If the agent has 3 more unjustified release for the week send an email to HR, Account Manager and Director for decision.

Example of Interaction Report

CREATE_DATE	INTERACT_ID	SERIAL_NO	INSERTED_BY	REASON	REASON	RESULT	
2/13/2017 8:35:34 AM	1456759201	270113183512920101	blz1kellcastillo	REACTIVATION	PREFERS	Transfer	called for assistance in reactivating his phone. transferred to net10 1098
2/13/2017 8:52:19 AM	1456760786	014496003680778	blz1kellcastillo	PROMOTION	OTHER	Hang-up/d	customer called to get minutes added to her phone but she also wanted to use a byop phone
2/13/2017 9:40:48 AM	1456766311	358837074037840	blz1kellcastillo	TECHNICAL	OTHER	Successful	assisted customer in setting the ring volume... had to perform a reset on the phone
2/13/2017 10:19:50 AM	1456771177	268435461215079906	blz1leadawson	TECHNICAL	UNITS	Unsuccessful	Customer had a duplicate address and cannot re-enroll back in the safelink program.
2/13/2017 10:29:24 AM	1456772329	[NULL]	blz1kellcastillo	PROMOTION	[NULL]	Hang-up/d	customer called stating that he lost his phone but representative was not able to find it safelink
2/13/2017 10:34:21 AM	1456772936	104256708399389	blz1kellcastillo	REACTIVATION	PREFERS	Transfer	customer called for assistance in reactivating his phone. transferred to net10 1098
2/13/2017 10:38:56 AM	1456773536	014553006307492	blz1leadawson	TECHNICAL	OTHER	Successful	Customer call and stated that she is being charge, did the basic troubleshooting steps and
2/13/2017 10:54:58 AM	1456775682	014404000099265	blz1kellcastillo	PROMOTION	OTHER	Hang-up/d	representative was assisting customer in re-applying for safelink but customer hung up. call
2/13/2017 10:58:19 AM	1456776158	268435464100393311	blz1leadawson	PROMOTION	AUTO-PAY	Successful	Cancelled out of the auto refill program.
2/13/2017 11:41:21 AM	1456782189	014526000035392	blz1leadawson	TECHNICAL	OTHER	Unsuccessful	Customer stated that he want to program the phone however he did not have the phone v
2/13/2017 11:43:27 AM	1456782477	[NULL]	blz1leadawson	TECHNICAL	OTHER	Unsuccessful	Customer stated that he want to program the phone however he did not have the phone v
2/13/2017 11:48:31 AM	1456783259	354875071682188	blz1kellcastillo	TECHNICAL	UNABLE M	Unsuccessful	customer was not able to make/receive calls after activating phone, however there was a
2/13/2017 11:53:22 AM	1456783969	358837073299532	blz1anachiac	REDEMPTION	OTA PEND	Successful	called to see why she did not received her minutes followed the 555 procedure customer
2/13/2017 12:06:49 PM	1456785944	013293007409788	blz1kellcastillo	REACTIVATION	PREFERS	Successful	customer called to cancel safelink from her phone so she can use the phone as a regular t
2/13/2017 12:49:20 PM	1456792158	014496009396783	blz1kellcastillo	GENERAL	GENERAL I	Successful	called to find out if she could get a different kind out phone. customer was informed that h
2/13/2017 1:01:11 PM	1456793930	014643003657906	blz1anachiac	TECHNICAL	FEATURE F	Unsuccessful	called to see why she was not able to send and receive a test message checked on the acc
2/13/2017 1:04:54 PM	1456794522	014389002523141	blz1kellcastillo	TECHNICAL	UPGRADE	Successful	Voice 364.11 service transferred to new phone. customer is able to make/receive calls, da
2/13/2017 1:07:01 PM	1456794863	864079020637269	blz1anachiac	PROMOTION	OTHER	Transfer	called to see why he got a message saying he was to get a phone.. got the phone number
2/13/2017 1:36:17 PM	1456799407	[NULL]	blz1kellcastillo	ACTIVATION	PREFERS	Hang-up/d	customer called to activate his phone but while trying to get the esn he hung up. tried calli
2/13/2017 1:51:28 PM	1456801837	014499001852472	blz1kellcastillo	REACTIVATION	PREFERS	Hang-up/d	representative was assisting customer in reactivating phone but customer hung up while I
2/13/2017 1:53:34 PM	1456802164	357657064426428	blz1anachiac	REACTIVATION	PREFERS	Successful	called to see why his phone was deactivated went ahead and reactivated the customers ph
2/13/2017 2:16:48 PM	1456805695	260842172022908	blz1kellcastillo	TECHNICAL	OTHER	Unsuccessful	customer called because her phone was not holding charge but she did not have the phone
2/13/2017 2:19:03 PM	1456806041	[NULL]	blz1kellcastillo	GENERAL	GENERAL I	Successful	called to find out information on the safelink service

Example of Release Call Report

HELD	AGENT_LOGIN	DIALED_NUMBER	CALLING_PARTY	SEGMENT_START	SEGMENT_STOP	DURATION	DISPOSITION_VDN	CALL_CENTER	DISPOSITION	Interaction
0		40204	508919	2/13/2017 8:33:59 AM	2/13/2017 8:34:48 AM	12:00:35 AM	1640	Belize	Released	
0		40204	508470	2/14/2017 9:46:46 AM	2/14/2017 9:47:32 AM	12:00:40 AM	1640	Belize	Released	
0		1047	2164790020	2/14/2017 11:14:15 AM	2/14/2017 11:15:56 AM	12:01:23 AM	1404	Belize	Released	
0		1047	9852499502	2/14/2017 7:59:44 PM	2/14/2017 8:16:15 PM	12:16:24 AM	1404	Belize	Released	
0		1016	2525182778	2/14/2017 10:42:24 PM	2/14/2017 11:04:33 PM	12:22:09 AM	1239	Belize	Released	
0		1047	5162056791	2/15/2017 10:11:24 AM	2/15/2017 10:12:14 AM	12:00:44 AM	1404	Belize	Released	
1		40204	509067	2/15/2017 5:30:52 PM	2/15/2017 5:59:27 PM	12:28:28 AM	1640	Belize	Released	
0		1954	5757080825	2/16/2017 9:35:55 AM	2/16/2017 9:37:08 AM	12:01:06 AM	1954	Belize	Released	
0		40204	509005	2/16/2017 9:39:29 AM	2/16/2017 9:40:15 AM	12:00:39 AM	40033	Belize	Released	
0		1047	4432264655	2/16/2017 10:29:30 AM	2/16/2017 10:36:47 AM	12:07:11 AM	1404	Belize	Released	
0		1062	5615037813	2/16/2017 12:32:25 PM	2/16/2017 1:13:16 PM	12:40:51 AM	1453	Belize	Released	
0		1038	9094530828	2/16/2017 2:01:41 PM	2/16/2017 2:04:58 PM	12:03:12 AM	1239	Belize	Released	
2		1047	3345178772	2/16/2017 2:24:28 PM	2/16/2017 2:29:30 PM	12:04:55 AM	1404	Belize	Released	
0		40228	508869	2/19/2017 12:08:33 PM	2/19/2017 12:10:54 PM	12:02:15 AM	1640	Belize	Released	

Feedback Sent

In the case of repeat offender and email must be sent to the Account Manager and HR Personnel copying the Director. The account Manager will then coach and monitor the repeat offender to avoid them from reaching the 4th offense.

A template has been sent by the client with the format with the way they want the feedback to be provided:

A): all interactions numbers that were found in revision of the report ,

B): feedback which should include :

a): how many call was release,

b): how many interaction was found corresponding to released calls

c): Number of remaining release without interaction

d): How many remain release had call back

e): how many were invalid case : which means that no interaction or call back detail were found for them.

C): The template also has whether or not the agent was kept on the account which should have a yes or no

a): if no it request for a Termination ticket.

b): If yes and the agent had three or more invalid case then a brief documentation of what process was followed should be included.

c): If there is less than three there is no need for a feedback other than the interaction the documentation that show how many call was release and yes for the agent being kept on the account.

Template of feedback Tracker

Center	Area	Organization	Agent- Agent	%	Handled	%	Released	%	Transfer ed	%	Total #	Total %	was there an interaction?	was it excused	Feedback	kept on the Account? (Yes/No)	Ticket Number	Feedback
Belize		TFSL CRT BZE	71	32%	100	40%	16	7%	32	15%	219	100%	1457701638,1457701861,1457702555, 1457703469,145782478,1457823170, 1457951860,1457952814,1458293511, 1458296846,1458307607,1458504089, 145925544,1459247099,	yes	16 calls were released. 14 interactions were found corresponding to released calls. For remaining 2 released calls, call backs records was found for 1 of the calls released. 1 released were invalid.	yes		
Belize		TFSL CRT BZE	51	40%	46	30%	16	13%	14	11%	127	100%	1457690684,1457741190,1457752509, 1458127421,145834906,1458307760,	no	8 released were invalid. the calls released. 10 calls were released. 4 interactions were found corresponding to released calls. For remaining 6 released calls, call backs records was found for 2 of the calls released. 4 released were invalid.	no	Termination Ticket	
Belize		TF / SL / CA / VMBC SUP BZE	52	39%	65	40%	10	8%	6	5%	133	100%	145776545,1457834739,1457846715, 1457855395,	yes		yes		Agent was coach and issued a final warning and will be monitored.

Disciplinary Action to be Taken

New Hire agent with 3 or more invalid cases with no interaction or call back records– will be coach and issued a final warning with documentation in the feedback for the client that agent is a New Hire. This warning will be requested via email from HR department and will be issued by the HR personal

Warning template

Agent's Name	Report	observation	Type of Warning
	<p>33 calls were released. 21 interactions were found corresponding to released calls. For remaining 12 released calls, call backs records was found for 0 of the calls released. 12 released were invalid.</p>	<p>Agent had twelve calls release being invalid as there were no call back or interaction documentation for these calls. Seven I interaction that was use to cover valid release did not have any documentation of why call was release and one of the interaction was save before the call was release.</p>	Final Warning
	<p>11 calls were released. 5 interactions were found corresponding to released calls. For remaining 6 released calls, call backs records was found for 1 of the calls released. 5 released were invalid.</p>	<p>Agent had five calls release being invalid as there were no call back or interaction documentation for these calls. Impact information showed a record of ACW,Aux4 but no call and Auto in.</p>	Final Warning

Disciplinary Action to be Taken

If the agent fall in the following category disciplinary action must be followed:

- Prolonging Call
- Job Avoidance
- Aux Mode hopping (Refreshing)
- Fabrication interaction

1st Offense—Written Warning

2nd Offense –Final Warning

3rd Offense– Suspension

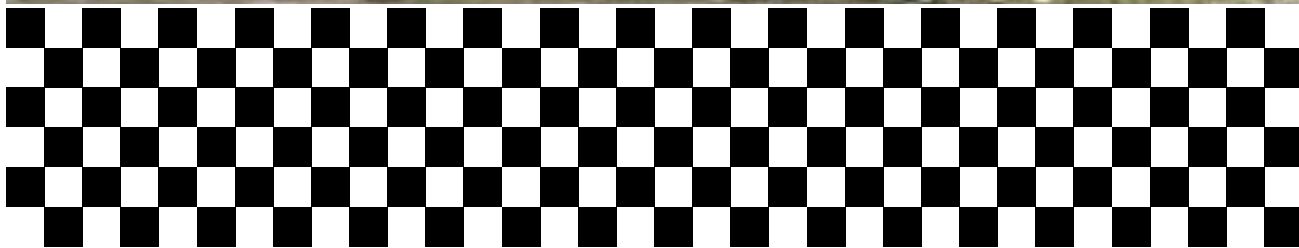
4th Offense—Removal from the account

If the agent fall in the following category disciplinary action must be followed:

- Having 3 or more invalid case in a week
- Being on the report 4 out of 12 weeks

Removal from the account.

Striving for Excellence



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