

Call Center Calibration Session – QA Questions 1/19/17

1. For existing CC/purchase airtime and Reactivation using CC, are agents required to read back the last 4 digits and CVV # after obtaining it to the customer. (Refer to TAS programming page 42)

Agents are not required to read the last four digits of the CC or CVV number, however, they have the option to read them back to the customer in order to make sure that they have the correct information.

Please refer to TAS Training Manual Programming page 43.

You may repeat back to the customer the last 4 digits of the credit/debit card and the CVV code to make sure you get the information accurately.

2. For iPhone activation, brand in TAS shows Generic. Are UNIV agents allowed to activate the phone or transfer to 1461?

Universal agents can activate these types of phones. Please refer to the information found in the Transfer Guidelines - the only instances when the call needs to be transferred is when the generic part listed in TAS is displaying an error (Refer to Bring Your Own Phone Training Manual page 72).

Agents only need to brand these types of phones due to the fact that it does not have a specific brand assigned to it. This can be done at the time of creating the customer's account (TAS – Introduction – page 45).

When creating a new contact, the specific brand would have to be selected if the part class of the ESN is generic. Such is the case of non-branded iPhones.

For a further explanation on how to brand these phones, refer to iPhone Training Manual pages 30-31.

3. Recently we are receiving calls that T-Mobile customers need to upgrade their phone from 2G to 3G. The system does not allow the agents to continue with the reactivation. Kindly confirm if T-Mobile customers are now affected.

The latest process is in TF #020.2016 (UPDATED #150.2015) 2G Migration 12 08 16. This is not referring to a specific carrier assigned. This states that a 2G phone is not going to work by the end of December 2016. There is a high possibility that most of these phones are no longer going to work. Please take note that a replacement phone is not going to be sent unless the customer is requesting it or mentions that a free phone should be sent to them.

For a further explanation please submit the question to Training Clarifications.

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4. When making multiple Credit Card Purchases, do we need to ask the customer to repeat the last 4 digits of the CC, expiration date and CVV2 when attempting to make the second purchase?

If there are several purchases with one credit card, the right process is to make sure the customer wants to use the same information. If all purchases will be made to the same serial number, CSRs can acknowledge the information back to the customer. Remember that they now have the option to validate the last four digits of the CC + CVV.

In reference to the CVV number, this is something that cannot be stored on the account, so it becomes necessary to make sure the information is correct.

For the expiration date, once the customer provides the correct one, there is no need to verify the information twice.

Depending on the brand, CSRs will be able to add multiple plans in one purchase - such is the case for NET10 service plans.

5. For SafeLink customer that upgrade to smart phones, will they receive the 500 MB or this is only application to new SL customers?

As long as the SafeLink customer was able to get another phone compatible with the service plan requested, they will be able to enjoy the benefits. According to the SafeLink Product Training page 19, the type of plan is dependent on the device chosen to Activate SafeLink service. TAS Training Manual Programming page 153.

6. When porting a number to SL/TF the system will ask for an Airtime PIN, should we generate a one day workforce PIN?

CSRs can generate a one-day workforce PIN for SafeLink accounts.

7. If CSR failed to ask the Technical Questions, it should be a penalization under what section?

Adheres to Correct Processes

8. If CSR failed to use the ESN/MIN History and asked for the serial number, is it a penalization under Correct Use of Tools?

Yes, please refer to QA Areas of Opportunity from 07-10-2016.

9. Should we ask SQ for voicemail reset?

Yes, this is considered a change that has been made to the customer's account.

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10. If CSR asked for a moment to work on the account but was drafting notes for the interaction, CSR will be penalized under which section?

Points will be deducted in Adheres to Correct Processes.

11. Will CSR be penalized if they failed to place a test call and check all features after completing a reactivation transaction?

CSRs only need to have the customer to place a test call to the phone. For Verizon non 4GLTE devices, they have to dial *22890 as well. Please refer to TF #071.2016 from #167.2015 UPDATED Welcome Call for Activations, Reactivations and Upgrades 04 15 16, as there is no Flowchart applicable for these type of transactions.

12. QA Areas of Opportunities 08-08-16 states that "For Technical calls, CSRs need to verify if the customer has the phone and whether or not they are calling from the phone before proceeding with troubleshooting. If Avaya shows that the customer is calling from the phone then there is no need to ask the customer if they are calling from the device."

There is no need to ask the customer if they are calling from the phone/ of if they have the phone available when Avaya shows that, in fact, they are calling from the same device. CSRs can acknowledge the information by saying, "I can see that you are calling from the phone, so in order to avoid the call from being disconnected, I will need to have an alternate number to call in order to perform further troubleshooting steps with the phone".

13. Question: If AVAYA and CTI-IC aren't matching, but CTI-IC shows that customer is calling from the phone, agent should no longer ask if the customer is calling from it. Is this correct?

This may be a rare scenario, however, they can just ask the customer if they are calling from the phone and verify the last 4 digits.

14. CSR created a removal from the blacklist ticket, after creating a ticket, are they required to provide the Direct Response Number?

No because there was no inconvenience caused on our (TracFone) side. Once the phone has been deactivated as Lost/Stolen it will be added within 24/48 hours to the Blacklist for security purposes. In cases where the phone is found, the customer will need to wait until it has been removed from the list.

15. For any port tickets under the ticket notes shows pending approval only, should the CSR transfer the call to port or provide 24 to 48 hours first? In addition, if its shows DDT (Due date time) should the CSR provide it to the customer or transfer the call to the port department?

The type of notes that will be considered valid are the ones added by a Portability agent. For most cases, the notes will include the port status taken from the Billing system along with the due date.

If there are notes automatically added by the system – as in cases pending approval, this cannot be considered valid so the call should be transferred to Portability department.

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16. Call got disconnected during phone upgrade troubleshooting, are we to create an interaction after placing a call back since Disconnected Phone call policy states: "CSR will then document the interaction including: phone number attempted, that they left a message and all relevant notes pertaining to the call" or we don't because we are not required to create interaction if system will generate a ticket especially for upgrade transactions.

When handling these types of transactions, creating an Interaction will serve as the reference that the CSR called the customer back. It is necessary to leave the Interaction stating what happened after the call was disconnected.

For other transactions when the transaction was completed successfully then there is no need to create an Interaction.

17. We would like to know if NET10 agents are allowed to assist customers with net10 brand phones but enrolled in SafeLink California, should they assist them BAU or transfer the call to SafeLink Extension?

If a NET10 CSR has not been trained to handle SafeLink accounts, they need to transfer the call to the SafeLink extension.

18. Customer wants to get his account number and pin (can we consider this as a threat to leave the company?) Are we required to follow TF # 61 which requires agent to ask "May I ask why you are requesting to transfer to another service provider?"

If the customer explained they would like to have the phone number transferred to a different company not related to TracFone, it becomes necessary for Straight Talk & Simple Mobile CSRs to ask the customer the reason why they are transferring. The answer will determine if the call needs to be transferred. Refer to TAS Training Manual Programming page 128.

TracFone / Net10 CSRs need to instruct the customer to contact their NSP to be able to initiate the port out request.

The only circumstances when a CSR might need to ask probing questions is when the customer is threatening to transfer to another service provider. Refer to TAS Training Manual Programming page 129.

19. If Avaya shows that the customer is calling from the phone, are agents no longer required to ask "do you have the phone with you?"

See #12.

20. For customers calling from the handset and phone needs troubleshooting, should we provide toll free number before calling the customer back?

If this is an inconvenience caused from our (TracFone) side, CSRs need to provide the toll-free number before placing the call back.

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21. Dead Air Disconnected Phone call Policy updated 11-04-16 vs. Customer call back exceptions (straight talk manual pg. 74 V. 12.10.16)

- a. According to the new disconnected call back policy, call back must put in place for when a customer calls in and we cannot hear them due to a poor connection or background noise, a customer requests an immediate call back (not a call back for a later time), or **an irate customer and the call becomes disconnected**.
- b. If the customer will just keep on shouting to the rep and state "go to hell " and disconnects the call, are we to call back since we did not deliver the abusive script yet or apply the call back exception? Please clarify these two.

A call back is applicable when customers are completely upset and hang up after using abusive language.

22. Clarification about the Activation procedure in Manual vs. Flowchart.

- a. In the flow chart procedure, if the ESN is associated with a Service account CSR needs to validate the account and remove the device from the account and create a new one. However, in the manual if the ESN is associated with service information, proceed in activating the proceed. So which of the 2 needs to be followed
File: 9128452198200000301

Please submit this question to Training Clarifications.

23. CSR informed the customer that he will be creating a ticket for the replacement phone/sim, CSR created details for the ticket notes on his TF notepad, copied the information and pasted it in ticket notes. In which section of the QA guidelines will the CSR be penalized?

If the CSR adds Ticket notes to the Notepad and then transfers the information to the actual Ticket, points will not be deducted.

If no valid reason is provided, then points are deducted in Adheres to Correct Processes.

24. What is the correct procedure?

Do we need to let the CSR stay on the line after doing AWOP? or Provide only the activation steps to perform after the call?

If staying on the line is required, are the CSRs required to perform test call, data, MMS/SMS?

If this is regarding a new activation that could not be processed for some reason, the CSR should take this AWOP as a regular Activation and Yes, follow the established steps in the Flowchart.

25. CSR asked for the physical address but he didn't inform the customer that he will be checking the coverage. While he was typing the information asked, he remained silent for 9 seconds. Will it be under Unexplained silence versus Awkward pause?

There is no specific timeframe for unexplained silence. There are many g=factors that play a role in whether or not points are deducted (i.e. overall call and interaction with the customer, frequency, etc.)

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26. Wal-Mart Rep assisted a customer in order to activate a phone. Do we need to offer the auto-refill? How about staying on the line? or provide only activation steps to the customer?

There is no need to offer Auto Refill or provide the Welcome Greeting to a retailer, however, they should stay with the Retailer on the line to test the phone features as outlined in the Flowchart.

27. For callback scenarios, if the customer decides to continue the troubleshooting at a later time saying: "Well I could call back later. It's not that big of a deal right now." or any type of statement to that effect, will the agent still have to offer the callback procedure?

Yes, they are still required to ask for an alternate number since the customer is calling from the phone and they need to perform additional troubleshooting steps.

28. If in between the transaction, the customer hang-up and there is no callback number. Which is the correct interaction dropdown,

Hang-up Disconnect because there is no alternate number where the customer can be contacted and the Interaction should be based on the last result from the call, which was disconnected.

29. For phone upgrade, if customer is calling from the old phone and there is no alternate number, Are we going to attempt to troubleshoot the new phone for 3-5 minutes or provide only the instructions to the customer to perform it after the call.

CSRs need to be follow the instructions found in TF # 127.2016 UPDATED Delay Upgrade Option 07 07 16 and select the option "Customer is calling from the phone they are upgrading"; then if after 3-5 minutes the new phone is still not working, they can advise the customer to follow additional steps after the call and call us back once they were able to get to another line.

30. CSR received a call in relation to removal from the blacklist ticket, status is still open, are they required to provide the Direct Response Number?

No, they are not required to provide the Direct Response Number.

31. CSR created a Removal from the Blacklist ticket for lost/stolen phones, after creating a ticket, are they required to provide the Direct Response Number?

See #14.

32. If the flash is not on the account and the customer is requesting a replacement phone due to a communication. Should the replacement phone be sent?

Please refer to TF #020.2016 (UPDATED #150.2015) 2G Migration 12 08 16. When the customer requests a replacement phone, a Ticket needs to be created to replace the device.

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33. If the account shows a script to replace the phone and there is a ticker informed only if the customer request should the phone still be sent?

TF #020.2016 (UPDATED #150.2015) 2G Migration 12 08 16, 2g states that handsets ready for migration will displays a flash with instructions on how to proceed. In case the flash instructed CSRs to replace the phone, they should proceed accordingly.

34. When transferring units only, should we offer auto refill and ensure that the phone is fully functional?

CSRs are not required to offer Auto Refill or leave the device functional for these type of transaction.

35. Should agents put themselves in call backs when transferring calls to floor supervisors?

No, because there is no specific extension to transfer the call. For these calls, CSRs should be able to follow the hold procedure with CTI.

36. When doing a port from a Net10 to TracFone, the information from the old account is reflecting on the new account and does not allow agents to change the zip code. What to do?

Please submit this question to Training Clarifications.

37. If the phone is a PPE Device however on the account it shows that it has an Android rate plan what is the correct process?

Please submit this question to Training Clarifications.

38. If the SG/ERD CCR needs to offer a call back due to bad connection, should the direct response number be provided?

As long as there is no inconvenience caused from our side (TracFone), there is no need to provide the Direct Response number.

39. If a customer calls and asks for to deactivate a phone under stolen but never requested a replacement phone, should we create the Denied Exchange Case?

No because the phone was not denied to the customer due to the fact that it was not requested by them.

40. If CTI stops working at the beginning of a call, should agents use the AVAYA to place themselves in Aux 4 before transferring or initiating a call?

CSRs should not be placing themselves in Aux4 with Avaya because this process is only applicable to CTI. The Aux4 option in Avaya is only valid when a call back is going to be performed.

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41. Original SafeLink phone not received by customer, tracking shows it was delivered by courier. There was no activity on the account. Customer called in to report the issue and wanted a new phone sent. Question is: Can the mailing address be changed if customer wants the package rerouted to a different address?

Please submit this question to Training Clarifications.

42. In regards to the flow chart for T-MO Min issues, based it is stated that the floor supervisor must send a request to carrier analyst to restore the min and that the supervisor needs to follow up however based on the transfer guideline it states that if the min is in return status Number Portability (1013) needs to be contacted please clarify.

For T-Mobile Carrier please follow the Flowchart.