

# MEMORANDUM

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**Target:** Daniel Uh and Stacia Scott Teams

**Subject:** New Quality Analyst

**Date:** December 3<sup>rd</sup>, 2016

Team,

Effective Monday December 5<sup>th</sup>, 2016, I have been assigned as your Quality Analyst, therefore I will be responsible for you internal and external QA performance. I am willing to work hand in hand with you and your supervisors in an effort to become the best teams in the call center.

## Goals and expectations:

As a team, we should now aim to attain 90% minimum in QA Average. Below is how both teams have been performing for the last 12 weeks:

Week	Uh Daniel	Scott Stacia
WE 11-Sep	-	-
WE 18-Sep	-	100.0
WE 25-Sep	-	78.5
WE 2-Oct	-	95.0
WE 9-Oct	-	-
WE 16-Oct	-	-
WE 23-Oct	85.0	77.5
WE 30-Oct	85.0	80.0
WE 6-Nov	90.0	85.7
WE 13-Nov	94.0	77.5
WE 20-Nov	90.0	100.0
WE 27-Nov	90.0	73.3
	89.0	85.3

Please ensure to do your utmost best while taking calls since you are only evaluated externally once a month; however corporate can evaluate you more than once a month. Try your best to avoid losing points under the following sections:

- ❖ Idle Screen
- ❖ Not answering the customers
- ❖ Speaking over the customers
- ❖ Not allowing the customers to speak freely
- ❖ Unexplained Silence

These behaviors are not acceptable by our client.

In total, both teams consist of 12 ERDs, 15 SGs and 10 CRTs which makes improvement manageable. I would like to also encourage you to go into your Agent Support - Latest Updates to view your latest Training Flashes, Manual Updates, Tickers and promotions.

My main focus will be on agents that have 4 or more scores below 88%, please see chart below:


Full name	Supervisor	1	2	3	4	5	6	7	8	9	10	11	12	Total S	Last 12	Last 6	Trainin	Ave
Garbutt Anita	Scott Stacia	98	97	82	97	86	66	81	0	85	70	97	98	12	7	4	0	79.75
Jenkins Denton	Scott Stacia	100	96	99	77	77	96	78	78	83	95	83	77	12	7	5	0	86.58
Audinett3 Keon	Scott Stacia	90	98	83	98	82	97	62	97	55	87	0	77	12	7	5	0	77.17
Gomez Carlos	Scott Stacia	96	90	87	98	59	68	77	65	75	48	98	98	12	7	4	0	79.92
Cal Hilda	Scott Stacia	89	97	98	82	96	76	76	67	98	97	100	78	12	5	3	0	87.83
Ku2 Armando	Scott Stacia	80	80	95	97	78	98	96	77	98	92	79	97	12	5	2	0	88.92
Lanza Francisco	Scott Stacia	95	87	98	75	95	97	95	97	87	96	69	67	12	5	3	0	88.17
Lambey Denelly	Scott Stacia	95	84	80	87	77	48	-	-	-	-	-	-	6	5	0	1	78.50
Eyinna Augustine	Scott Stacia	95	97	75	78	85	95	95	97	86	97	97	98	12	4	1	0	91.25
Moore Dinziel	Scott Stacia	90	100	95	97	53	96	89	86	84	97	78	93	12	4	3	0	88.17
Palacio Ninfa	Scott Stacia	99	95	75	97	95	95	95	87	98	75	78	96	12	4	3	0	90.42
Harris Melonie	Scott Stacia	97	77	77	80	78	-	-	-	-	-	-	-	5	4	0	0	81.80
Everett Tyrone	Scott Stacia	65	78	68	96	67	-	-	-	-	-	-	-	5	4	0	1	74.80
Nolberto Amy	Scott Stacia	100	95	97	76	97	74	95	97	95	78	63	98	12	4	2	0	88.75
Torres Kimberly	Scott Stacia	96	90	98	97	79	95	96	75	97	97	75	99	12	3	2	0	91.17
Pollard Melanie	Scott Stacia	82	75	80	-	-	-	-	-	-	-	-	-	3	3	0	1	79.00
Ferguson Rolonda	Scott Stacia	70	50	-	-	-	-	-	-	-	-	-	-	2	2	0	0	60.00
Franklin Jacqueline	Scott Stacia	100	100	89	98	77	98	99	85	97	97	95	97	12	2	1	0	94.33
Torres Holly	Scott Stacia	86	95	93	95	97	47	98	97	97	98	97	98	12	2	0	0	91.50
Flores Glenda	Scott Stacia	100	100	98	97	77	97	92	96	95	98	98	97	12	1	0	0	95.42
Dominguez2 Tricia	Scott Stacia	97	97	98	97	94	96	97	81	95	97	100	90	12	1	1	0	94.92
Gonzalez Emmersor	Scott Stacia	100	79	88	98	98	97	98	95	88	95	98	98	12	1	0	0	94.33

Full name	Supervisor	1	2	3	4	5	6	7	8	9	10	11	12	Total S	Last 12	Last 6	Trainin	Ave
Baptist Francine	Uh Daniel	97	67	97	97	97	76	85	88	76	77	79	100	12	6	4	0	86.33
Revers2 Felicia	Uh Daniel	100	80	76	97	77	98	97	75	97	97	78	98	12	5	2	0	89.17
Richardson2 Roschell	Uh Daniel	100	98	98	98	97	98	73	73	98	84	67	0	12	5	5	0	82.00
Flowers2 Felisha	Uh Daniel	95	77	75	95	86	96	97	95	97	59	96	98	12	4	1	0	88.83
Rodriguez Cindy	Uh Daniel	98	66	96	97	78	88	98	97	95	85	98	78	12	4	2	0	89.50
Alcoser Sergio	Uh Daniel	100	95	95	95	87	98	97	95	66	75	87	98	12	4	3	0	90.67
Munoz Juan	Uh Daniel	80	80	83	97	98	98	98	98	95	98	97	90	12	3	0	0	92.67
Martinez Elisa	Uh Daniel	82	0	51	99	-	-	-	-	-	-	-	-	4	3	0	1	58.00
Rodriguez2 Zeidy	Uh Daniel	95	77	77	97	97	97	98	97	98	88	97	75	12	3	1	0	91.08
Edwards2 Vanessa	Uh Daniel	82	97	98	98	95	97	98	78	95	98	98	98	12	2	1	0	94.33
Faber Iesha	Uh Daniel	98	97	88	65	97	95	97	88	78	-	-	-	9	2	1	1	89.22
Tush3 Lydia	Uh Daniel	98	97	97	96	97	95	97	75	95	97	96	96	12	1	1	0	94.67
Chulim Maria	Uh Daniel	97	95	98	81	98	97	96	95	95	97	99	98	12	1	0	0	95.50
Blanco Aisha	Uh Daniel	98	78	-	-	-	-	-	-	-	-	-	-	2	1	0	1	88.00
Leonardo Lorenzo2	Uh Daniel	97	97	97	97	97	98	95	96	97	98	97	98	12	0	0	0	97.00

Remember that I will be here to help you in anything that I can. I kindly ask you to work with me so that we can reach our goal because we can only reach the goal of 90% with your help. We will also work towards an incentive structure for those of you who perform well in external QA.

Please see below for a couple updates that rolled out this week:

**2G Migration Call Opening reverts back to the old spiel in which you do not say a brand in the opening and closing.**



If Avaya / CTI display shows **2G** Migration you should not open the call with a brand. Instead; simply open the call by saying, *"Thank you for calling this is (your name) how may I help you?"*

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**We can now repeat the customer's call back number to verify that we have the correct number. If you are sure of the call back number, then you do not need to verify it back.**

As stated below please make sure agents are aware that calling the incorrect number will still count as an auto fail.

In addition please make sure agents are not verifying numbers when not needed. We don't want agents annoying customers by having them repeat numbers when it was clear the first time.

**"Effective today agents may verify the customer's call back number. Keep in mind calling the incorrect number will still count as an auto fail."**

 Target Audience : TF Representatives  
 Date Published : December 1, 2016

Beginning December 20, 2016, TracFone will host the following **LG L52 Treasure (5.0" Screen)** special promotion on QVC.

**LG L52 includes 450-minute airtime service plan which triples to:**

- 1350 minutes of talk time
- 1350 SMS
- 1350 MB of data
- 365 days of service

**Packaging:**  
The 5.0" LG L52 Treasure Android TracFone is bundled with:

- Protective case
- Car charger
- Premium Smartphone Elite for Android App pack download voucher for free (retail price is \$121)

**Special Price/Special Pricing \$79.99**  
The PIN for the airtime service plan will be placed in RESERVE once the order is submitted. This promotion offer includes triple minute benefit for the life of the phone (preprogrammed into the phone). Airtime minutes added to the Android device will multiply into equivalent amount of minutes, text messages and MB of data.

**For example:** A 60-minute card automatically triples to 180 minutes, 180 texts and 180 MB of data.

**NOTE:** This promotion will be available in pre show on the [website](#) from December 18- 19, 2016. HSN airing will start on December 20, 2016 until supplies last.

# Operation**Ticker**

Operation Ticker

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Effective today agents may verify the customer's call back number. Keep in mind calling the incorrect number will still count as an auto fail. EA

*-Posted: Dec. 02, 2016 04:22 PM*

SUI is now available for all 3 major carriers. Use SUI for ATT, T-MO, and Verizon transactions. -SP 12/02/16

*-Updated: Dec. 02, 2016 08:32 AM*

*-Posted: Dec. 02, 2016 08:26 AM*

If a Hotlined 2G customer is directed to you, advise the customer their network is getting updated and they must get a new phone. Offer customer a free phone at customer request only. EA

*-Posted: Nov. 23, 2016 03:31 PM*

Thanks for your understanding and cooperation,

Johan Quiroa