

Hi Hern,

This is noted.

Thank you,

Keep-Commitments@Qualfon | Add-Value@Qualfon | Move-Fast@Qualfon | Spend-Wisely@Qualfon

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BEST PEOPLE BEST CLIENT BEST SERVICE

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From: Hernan Cespedes Jr. [mailto:HCespedes@tracfone.com]
Sent: Monday, November 07, 2016 3:33 PM
To: BAC_OpsManager; Cebu Ops Management; DMG OPS MANAGEMENT; Manageropsbze
Subject: FW: QARs to start logging calls on Logger in A.S.

FYI

From: Richert Manjarres
Sent: Monday, November 07, 2016 3:33 PM
To: rtarcenas@panasiaticsolutions.com
Cc: Angel Aleman; Hernan Cespedes Jr.; Max Munoz; Siony Hijara; sthijara@panasiaticcallcenters.com; bac_quality@panasiaticcallcenters.com; rtarsenas@panasiaticcallcenters.com; QualityCoordinators@panasiaticsolutions.com
Subject: RE: QARs to start logging calls on Logger in A.S.

Yes, please.

CCCM – please let your centers know they can start using this already.

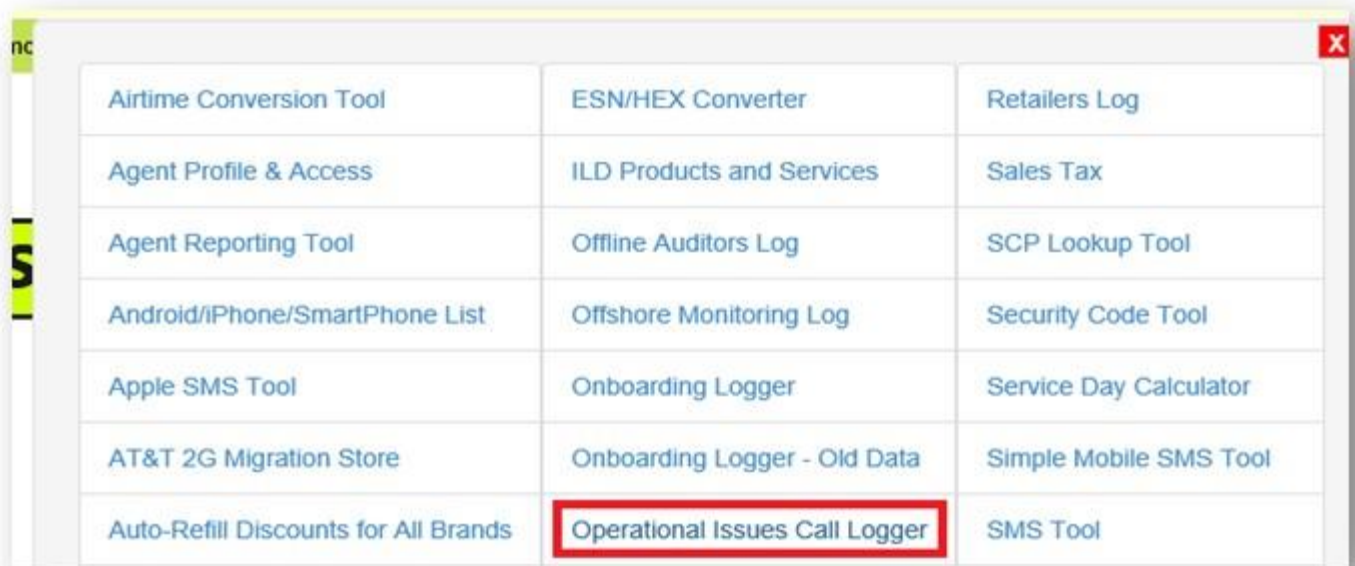
Thanks,

Rich

From: rtarcenas@panasiaticsolutions.com [<mailto:rtarcenas@panasiaticsolutions.com>]
Sent: Monday, November 07, 2016 2:49 PM
To: Richert Manjarres
Cc: Angel Aleman; Hernan Cespedes Jr.; Max Munoz; Siony Hijara; sthijara@panasiaticcallcenters.com; bac_quality@panasiaticcallcenters.com; rtarsenas@panasiaticcallcenters.com; QualityCoordinators@panasiaticsolutions.com
Subject: RE: QARs to start logging calls on Logger in A.S.

Good day Rich,

Do we have the go-signal to use the Operational Issues Call Logger? Please advise. Thank you.



Airtime Conversion Tool	ESN/HEX Converter	Retailers Log
Agent Profile & Access	ILD Products and Services	Sales Tax
Agent Reporting Tool	Offline Auditors Log	SCP Lookup Tool
Android/iPhone/SmartPhone List	Offshore Monitoring Log	Security Code Tool
Apple SMS Tool	Onboarding Logger	Service Day Calculator
AT&T 2G Migration Store	Onboarding Logger - Old Data	Simple Mobile SMS Tool
Auto-Refill Discounts for All Brands	Operational Issues Call Logger	SMS Tool

Rogie

From: Richert Manjarres [<mailto:rmanjarres@tracfone.com>]
Sent: Friday, November 4, 2016 3:29 PM
To: BAC_OpsManager; manageropsbaq; Manageropsbze; cebuopsmanagement; dmgopsmanagement@qualfon.com; guyopsmanagement@qualfon.com; managersgua@alliedtracfonegt.com; managershon@alliedtracfonehn.com
Cc: Angel Aleman; Hernan Cespedes Jr.; Max Munoz
Subject: RE: QARs to start logging calls on Logger in A.S.

Please note that this will only be used for the calls that they are reporting for recommendations and issues.

Rich

From: Richert Manjarres

Sent: Friday, November 04, 2016 2:29 PM

To: BAC_OpsManager; Barranquilla Ops Management; Belize Ops Management;
cebuopsmanagement@qualfon.com; dmgoopsmanagement; guyopsmanagement@qualfon.com;
managersqua@alliedtracfonegt.com; managershon@alliedtracfonehn.com

Cc: Angel Aleman; Hernan Cespedes Jr.; Max Munoz

Subject: QARs to start logging calls on Logger in A.S.

Team,

Please let your QARs know that starting next week, either Monday or Tuesday, they are to start logging their calls in the Operational Issues Call Logger in Agent Support. We will advise later on specific start date.

Their logins will be their TAS ID + **123*****. For example, ceb1allevares123***.

No password needed.

Thanks,

Richert Manjarres | Sr. Manager, Customer Care Center Management | **TracFone Wireless, Inc** | 9700 NW 112th Ave, Medley, FL | O: 305.715.6610 | C: 305.733.1135 | rmanjarres@tracfone.com