Definitions Document for Adheres to Correct Processes

Adheres to Correct Processes - 20 pts

What	- Spell/verify all shipping information after it's been entered into TAS. - Verify credit card information such as the customer's name, address, city , state, zip code and expiration date, after it's been entered in TAS. - Use Current Processes as identified in Agent Support, Training Flashes, Tickers, Training Manuals, etc. - Doesn't Volunteer Phone, IMEI#, etc. - Create an Interaction at the end of all calls and enter notes regarding the transaction (except when a Ticket/Case is created). - Use appropriate Hold Procedures. - Avoid excessive and unnecessary use of the Mute button. - Save accurate information in all systems (TAS, Billing, etc). - Ask Security Questions/PIN prior to making changes on the account. - Only extend ACW Mode when applicable. - Follow Flowcharts in Agent Support. - Stay on line with customers for Activation/Reactivation transactions. - Verify the last 4-digits of the phone number after obtaining the reason of the call, if it is displayed in TAS.
When	- Throughout the call or troubleshooting process. - Replacement phones, SIM cards, accessories, etc. are being shipped to customers. - Customer is registering a credit card or using a credit card for a purchase. - External Port In Tickets/Cases are created.

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Examples	• Follows Situational Script guidelines as indicated in Agent Support. • Doesn't provide account information such as customer's name, phone numbers, addresses, etc. unless the customer has verified the information first. • Does not keep a customer on the line in order to create an Interaction and does not create an Interaction from a previous call when a new call is received. • Does not create an Interaction when a Ticket is created automatically. • Doesn't place customer's on hold unnecessarily. • Spell verify customer's information after it's been entered into TAS when creating a new My Account. • Spell verify External Port information such as the customer's name, address, security password and PIN#, when completing external Port In transactions. • Asks Security Questions/PIN when making changes to the account and other transactions outlined in Agent Support. • Avoid using the Mute button for an extended period. • Follow procedures outlined in Agent Support, Training Manuals, Tickets, etc. • Ensure that notes added in Tickets are accurate and complete based in information from Agent Support.

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Examples	**Reasons for placing the call on hold** • Placing a test call to the customer's phone. • Calling another department. • Asking for Supervisor assistance (only applicable if the CSR already used all the tools in his/her system and was unable to find information related to the question or issue for the call. **Example 1 (Placing the Call on hold)** • Ask for permission to place the call on hold. • Provide a valid reason for the hold and the amount of time you expect the customer to be on hold. • Receive the authorization from customer. • Return from hold within the promised hold time (50% leeway allowed). • Thank the customer upon returning from hold. "Mr. Smith, may I place you on hold for 1 minute so that I can place a test call to your phone?" "Mr. Smith, in order to resolve your issue, I need to contact another department for assistance. May I place you on hold for 2 minutes?" **Example 2 (Mute Button)** CSRs should only use the Mute button for 2-3 seconds in order to cough, sneeze, clear their throats, etc. Should not be used as a Hold button.

Behaviors Evaluated in Adheres to Correct Processes

Accessing Customer's My Account	Didn't follow Defective SIM exchange procedures	Incorrect Hold Procedures
Asked Customer to Power Cycle Phone Unnecessarily	Didn't follow ILD troubleshooting	Incorrect Notes/Dropdowns on Interaction
Asked ESN/MIN combo, ZIP Unnecessarily	Didn't follow procedures for SL customers not receiving minutes	Incorrect SIM selected (BYOP)
Asked for Credit Card Type	Didn't Have Customer Try *73	Instructed customer to access Prepaid Menu (Android)
Asked for Unnecessary Information	Didn't provide "Important Information" during SIM sale	Interaction Not Created - No ESN
Asked If Customer was Calling from Phone Unnecessarily	Didn't provide ILD Access Number	Modified Contact Information (SafeLink Acct)
Asked Security Questions Unnecessarily	Didn't purchase SIM via Direct Sales Website	No Balance_Carrier Troubleshooting
Called Another Department Unnecessarily	Didn't refer customer to Manufacturer	No Test Call Before Calling Carrier
Called Carrier to Reset VM Password	Didn't Remove Hotline in RSS	No Test Call Before Calling the Carrier
Called Incorrect Carrier	Didn't Restoring Suspended Account(s)	Offered airtime cards other than Unlimited card (Android)
Check Billing Systems Before Calling Carrier	Didn't uncheck SRA, SRA 3G/EVDO & Roaming (Sprint Coverage)	Offered Auto Refill Unnecessarily
Closed the Call With Incorrect Brand	Didn't use MapServer application coverage map (Sprint)	Place the call on hold unnecessarily
Completed *22890 on 4G phone	Didn't use SIM, MIN or ESN to search for the customer's account	Proactively Offered Sup/Mgr
Created System Error Ticket w/o Using Fix ESN	Didn't verify APN settings for Data Service Issues	Processed Credit Card from Dealer
Created Ticket Unnecessarily	Didn't Verify Destination Before Selling Unlimited ILD	Provide *22890 instructions to Android customer (Verizon only)
Deactivated Line(s) Unnecessarily	Didn't Check for Coverage	Provided a refund for SIM purchases (Training Flash #42)
Did Not Change Last 4 Pass Code - MDN Change	Didn't enter exact address in MVNO (Sprint Coverage)	Provided Call Usage Details to the customer
Did Not Follow CTI Call Greetings Procedures	Didn't Follow Basic Troubleshooting Steps	Provided Service End Date Unnecessarily (SafeLink)
Did not Follow Flowchart	Didn't Follow Call Back Procedure	Provided the ESN to the Cust
Did Not Follow Situational Scripts	Didn't Follow Procedures in Agent Support/Training Manuals	Repeatedly Selecting Fix ESN
Did Not Follow Welcome Call Procedures	Didn't Follow Security Questions Procedures	Requested Promo Code Unnecessarily
Did Not Inform Cust New ESN Will be Added to Current Acct	Didn't Follow Ticker	Verified Information Unnecessarily
Did Not Provide MDN - Activation	Didn't Follow Training Flash	Verified More than 3 SIM Status - Dealer
Did Not Provide Ticket # for Phone Upgrade/Internal Port In	Didn't Provide APN Settings to Cust	
Did Not Spell Verify Info Entered for New Account	Didn't Refer to Dealer_Unable to Program Phone	
Did Not Spell Verify New Credit Card Information	Didn't Resume Cancelled Account	
Did Not Spell Verify Shipping Address	Didn't Verify Correct Feature Codes	
Did Not Verify Phone Number	Didn't Verify Customers Identify	
Didn't ask "Fact Finding" questions before processing SIM sale	Didn't verify Ported Number was correct (Contact Number)	
Didn't Clear OTA Transaction(s)	Exceeded Carrier Hold Time	
Didn't escalate call to ERD for CTMS Ticket	Expiring Lines_Sprint MVNO (not Port or Android Ticketing)	
Didn't follow Browser/MMS troubleshooting	Inappropriate Use of Mute Button	