

CREATE_DATE	INTERACT_ID	SERIAL_NO	INSERTED_I_REASON_REASON_	RESULT	NOTES
11/14/2016 4:34:59 PM	1422274298	352492041462576	blz1swinds< TECHNICAL FEATURE P	Outbound Call	UNABLE TO SEND/RECIEVE MESSA
11/15/2016 12:08:51 PM	1422377133	012879000519648	blz1swinds< GENERAL Ç OTHER	Outbound Call	HOTLINED 2G CUSTOMER - CUSTC
11/15/2016 12:37:44 PM	1422382510	356467011604205	blz1swinds< TECHNICAL UNABLE M/	Outbound Call	HOTLINED 2G CUSTOMER - CUSTC
11/15/2016 2:04:09 PM	1422398471	352492041484943	blz1swinds< TECHNICAL UPGRADE >	Outbound Call	UPGRADE: 2G - 3G PHONECUSTON
11/15/2016 2:59:22 PM	1422408830	356622040450323	blz1swinds< GENERAL Ç OTHER	Outbound Call	HOTLINED 2G CUSTOMER - CUSTC
11/15/2016 5:32:51 PM	1422438844	104278167678517	blz1swinds< GENERAL Ç OTHER	Outbound Call	CUSTOMER HUNG UP - CALLED BA
11/15/2016 6:06:24 PM	1422445359	012782000394097	blz1swinds< GENERAL Ç OTHER	Outbound Call	**DEAD AIR - RELEASED CALL - C/
11/16/2016 11:36:30 AM	1422524081	354513010642704	blz1swinds< TECHNICAL UNABLE M/	Outbound Call	HOTLINED 2G CUSTOMER - CUSTC
11/16/2016 2:02:50 PM	1422550604	011804004323020	blz1swinds< TECHNICAL UPGRADE >	Outbound Call	**HOTLINED 2G CUSTOMER - CUS
11/16/2016 5:54:07 PM	1422597628	012794005357110	blz1swinds< GENERAL Ç OTHER	Outbound Call	CUSTOMER HUNG UP - CALLED BA
11/17/2016 6:09:14 PM	1422760498	013294006655488	blz1swinds< REDEMPTI(OTA PENDI	Outbound Call	MINUTES WERE PENDING TO BE C
11/17/2016 6:18:16 PM	1422762356	013229002257772	blz1swinds< WRONG NL [NULL]	Outbound Call	**CUSTOMER HUNG UP - CUSTOM
11/18/2016 2:00:49 PM	1422869343	012466003925996	blz1swinds< TECHNICAL DEFECTIVE	Outbound Call	UPDATED SHIPPING INFO. IN TICK
11/18/2016 4:50:31 PM	1422904145	103257490021513	blz1swinds< WRONG NL [NULL]	Outbound Call	CUSTOMER HUNG UP - CALLED BA
11/18/2016 5:48:50 PM	1422917076	012892000637039	blz1swinds< GENERAL Ç OTHER	Outbound Call	CUSTOMER HAS ALREADY GOT HE
11/19/2016 2:49:17 PM	1423034569	353736057086466	blz1swinds< GENERAL Ç OTHER	Outbound Call	DEAD AIR - RELEASED CALL - CALI
11/19/2016 3:54:08 PM	1423046148	012466003521803	blz1swinds< TECHNICAL DEFECTIVE	Outbound Call	**CUSTOMER DID NOT FEEL CONF
11/19/2016 5:45:21 PM	1423066974	011804009714686	blz1swinds< WRONG NL [NULL]	Outbound Call	CUSTOMER DID NOT NEED ASSIST
11/19/2016 5:46:03 PM	1423067099	011804009714686	blz1swinds< WRONG NL [NULL]	Outbound Call	CUSTOMER DID NOT NEED ASSIST

AGES - CUSTOMER HUNG UP - CALLED BACK TWICE - CUSTOMER WILL CALLBACK - CALLBACK #: 9193912762
OMER PROVIDED ALTERNATE CALLBACK #: 2392504763 - REPLACEMENT SIM PART NO. ISSUES - 1150
OMER WILL CALLBACK TO TRANSFER INFO. **CUSTOMER HAD HUNG UP - CALLBACK #: 9545916679**
MER ABLE TO MAKE/RECIEVE CALLSEPLACED TEST CALL - RELEASED CALL - CUSTOMER'S MIN: 3362252561EABLE TO SEND/RECIEVE TEXT MESSAGEE
OMER HUNG UP - CUSTOMER ALREADY HAD ASSISTANCE ON ANOTHER LINE - CALLBACK #: 8137204105
.CK CUSTOMER - CUSTOMER DID NOT NEED ASSISTANCE - CALLBACK #: 3045806087
ALLED BACK CUSTOMER - CUSTOMER DID NOT NEED ASSISTANCE - CALLACK #: 7152093212**
OMER WILL TRY TO MAKE HER CALL AGAIN - WILL CALL AT A MORE CONVINIENT TIME TO DEAL WITH ISSUE - CUSTOMER HAD HUNG UP - CALLBACK
;TOMER WILL CALLBACK WHEN HE HAS BOTH PHONES WITH HIM TO TRANSFER INFO.** CUSTOMER HAD ISSUES HEARING - PROVIDED ALTERNATE
.CK CUSTOMER TWICE - CUSTOMER DID NOT NEED ASSISTANCE - CALLBACK #: 7247593218
DELIVERED - CUSTOMER WAS CALLING FROM HANDSET - CALLEDBACK CUSTOMER AT: 5145192027
IER WAS NOT TRYING TO GET IN CONTACT WITH CUSTOMER SERVICE - CALLBACK #: 8704057842**
GET #: 1147985561 FOR REPLACEMENT PHONE - CUSTOMER'S SECOND HANDSET NOT ELIGIBLE FOR REPLACEMENT - DEAD AIR - HAD RELEASED CAI
.CK TWICE - CALLBACK #: 5056528879 - CUSTOMER DID NOT NEED ASSISTANCE
;RSELF A REPLACEMENT PHONE - CUSTOMER HAD HUNG UP -CALLBACK #: 2316400592
LBACK #: 7652108548 - CUSTOMER DID NOT NEED ASSISTANCE
FORTABLE IN PROVIDING SHIPPING INO. AND CREDIT CARD INFO. PROVIDED AGENT ID ON CUSTOMER'S REQUEST**CUSTOMER HAD HUNG UP - CA
FANCE WITH PHONE
FANCE WITH PHONE - CALLBACK #: 8655489598

UNABLE TO ACCESS DATA. CUSTOMER HUNG UP - CALLED BACK CUSTOMER AT: 3362252561 - CUSTOMER PROVIDED ALTERNATE CALLBACK #: 33680

CALL #: 2483767978

CALLBACK #: 3154887678

LL - CALLBACK #: 3047779548

CALLBACK #: 8085422943 AVAYA: 545173

)39576 - SINCE SHE WAS CALLING FROM HER HANDSET**