We need to make emphasis on the following:

- Allowing the customer to speak freely
- Situation script when customer does not hang up properly
- Situaitional script when customer places oln hold
- Unexplained Silence
- Idle screen

When transfering call, we need to check if its <u>blind</u>, <u>warm</u> or <u>call for support</u>. Note we have an exception on one rule

Do you mind explain security questions correctly?

Once a Safelink serial number does not allow to exchnage it for lost or stolen, what all possible options can we provide to the customer?

Ackowledging and understanding the Transaction Summary

Transaction Summary

Send Email Send to a Different Email Update Email

Thank you for your Purchase!

- 1. To receive your benefits, you must keep your phone turned ON.
- 2. To receive any pending updates, please call *22890 from your TracFone.

REP: If customer is NOT enrolled in a Monthly Value Plan, please read this reminder:

Please remember to add airtime to your phone before your Service End Date. As a reminder, we will send you a text message or email before this date.

Service Plan Added TRACFONE NON-POSA 120 UNIT AIRTIME / 90 ACCESS DAYS



Current Service Plan Paygo

MIN 6052902396 Auto Refill NO Email 1156346613@TRACFONE.COM

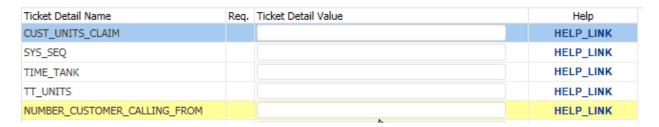
Rate Plan TFDIGITAL3_UC_ROAM Activation Date 11/19/2011
MIN Status ACTIVE Service End Date 7/8/2017

Let us understand risk factors:

- 1. What are risk factors if the customer is calling?
- 2. If its not the account holder?
- 3. If its a Street Team Agent?

If the customer is calling to activate the replacement simcard, should we ask for the entire sim card or should we look for it from the ticket history?

New Attricbute



TF 43 and VMBC calls

