

Quality Tips WE Jan 1st

Good day team,

For the last 2 weeks the team has been consistent in External QA Average since you have been doing a very good job. For this week we only have 3 scores (Until Saturday) with an average of 90%.

Week Ending Dec 11: 91.67

Week Ending Dec 18: 92.50

We would like to give you guys a huge **THANK YOU** for your contributions towards this KPI.

For this month, only **Augustine Eyinna, Glenda Flores, Anita Garbutt, Denelly Lambey** and **Francisco Lanza** have not been evaluated from Corporate QA as yet. We are counting on you!

Soon we will have our own Employee of the Month for the team; this will be based on the person who has the best QA and Adherence for the month. As a compliment we will give you a small token of appreciation (This is on behalf of your supervisor and quality).

We ask you to continue working with us in an effort to become the best at what we do.

Besides that, we would like to wish you guys the best for these upcoming holidays. Be safe!

Thanks,

Stacia and Johan



TF #095.2016 Phone Upgrade Warning Message in TAS 04 25 16

Upgrade

Current Phone Info
From ESN 010722009199297
From SIM 89014103060524900433
Voice (include Promo Units) 200
Days Left(include Promo Days) 201
ZipCode

New Phone Info
To ESN
To SIM
To Min
PIN

Warning: Please be aware that your coverage may be impacted due to this carrier switch. For available options, please call us if you feel your service has been impacted negatively.

Whenever you see this script (during phone upgrades) you should let the customer know this information.

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Checking Customer's Enrollment Status

When validating the customer's SafeLink enrollment status, it is a must that you check the SafeLink website. This should be done prior creating any escalation tickets or issuing minutes to the customer. The website will show and confirm whether or not the customer is still enrolled in the SafeLink program.

Always remember to check the customer's enrollment in the Safelink Website.

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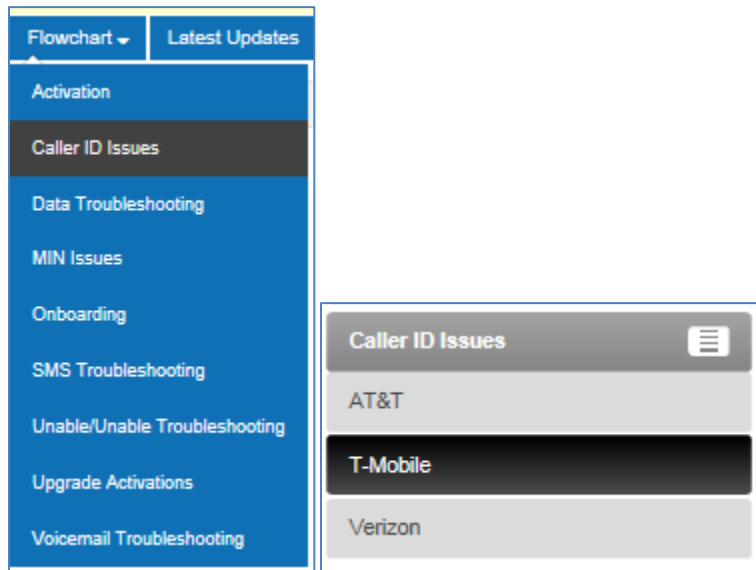
IMPORTANT: Make sure to include the following information when creating Ticket Escalation for SafeLink.

- LifeLine Ticket Number
- LifeLine Enrollment ID Number
- Enrollment Status
- Last Enrollment Activity

When documenting any escalation ticket for Safelink, remember that it is important to include the above.

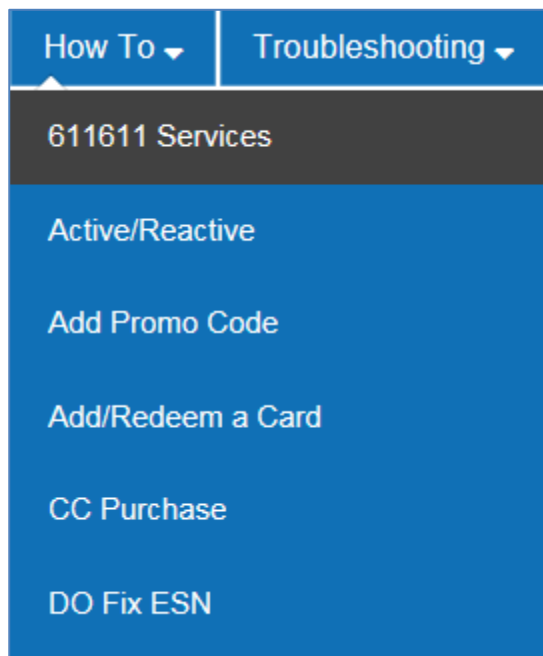
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Flow Chart for Caller ID Issues has been posted in the Agent Support.



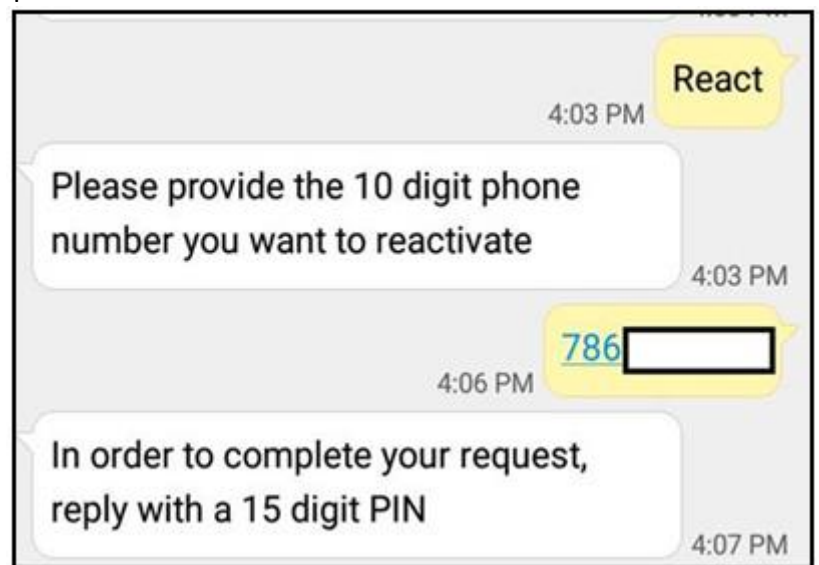
Please ensure to follow the instructions that are outlined in the flow chart.

611611 Services for Reactivation



Customers can text **“React”** to 611611 and they will receive a reply on what is needed to reactivate the phone.

NOTE: This should be done from any active mobile phone.



Is Silence still an issue?

Remember that you should give the customer a **reason** and a **time frame** before remaining in silence.

Example: “Allow me a moment while I document some notes in the ticket”

IMPORTANT: If the customer responds by asking a question, after you reply to the question you are required to set an expectation all over again.

Repeating Call Back Numbers

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, 16 04:22 PM

It was communicated that the ticker will be removed however you can still repeat the call back number to the customer to ensure that the information is correct.

Repeating Credit Card Numbers

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2. Fill out the Credit/Debit card information section.

NOTE: Once the customer provides the Credit/Debit Card number, you may repeat the numbers back to the customer to verify that you entered them correctly. The system will automatically determine the Credit Card Type, therefore you are not required to ask for the information.

NOTE:

- You may repeat back to the customer the last 4 digits of the credit/debit card and the CVV code to make sure you get the information accurately.
- Provide the **Red Disclaimer** as prompted in the lower left handside of the Redemption page.

Note that we can repeat the credit card numbers to the customer to ensure that you have the right numbers.

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