

# Quality Tips WE Jan 8 2017

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## Happy New Years Team!

For the month of December, the team ended off with an average of 91.04. This is a result of hard work and dedication. We surely appreciate all your efforts!

Now we are moving into another year, which means it's another opportunity to show the center that this team is the BEST!

We encourage you to help out your peers in achieving all the good things that you have accomplished. Only together we stand as a team and we have faith that you will once again do your best.

For this upcoming week these are the agents that will be evaluated for the team:

Agent	QA	Supervisor	QA Tracker	Evo Date	Evo Start
Dominguez2 Tricia	Quiroa, Johan	Scott Stacia	95.08	1/2/2017	1:45 PM
Eyinna Augustine	Quiroa, Johan	Scott Stacia	91.25	1/4/2017	1:45 PM
Tucker Shamrack	Quiroa, Johan	Scott Stacia	94.50	1/4/2017	4:00 PM
Garbutt Anita	Quiroa, Johan	Scott Stacia	79.75	1/5/2017	1:00 PM
Hemming Shanika	Quiroa, Johan	Scott Stacia	90.83	1/5/2017	1:45 PM
Manuel Addison	Quiroa, Johan	Scott Stacia	75.00	1/6/2017	2:30 PM

Please do your best on all calls and avoid silence, sounding rude, not allowing the customers to speak and idle screen.

**We hope you accomplish everything that you've wished for this year 2017!**

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## Credit Card Spell Verification:

TracFone Agent System New Hire - Programming v2 11 18 16 – Page 43 and 45 indicates that we may repeat the CC number back to the customer to verify that we have it clearly.

When registering a new CC we were having the customer repeat the CC number a second time regardless if the number was clear or not; is this still so?

**Yes** you still verify the credit card number. The only thing that changed in the process was that you can either repeat it back for verification or you can ask the customer to repeat it.

## TF # 140.2016 UPDATED Universal Branding Update 12 14 06 ORI

After Re-branding, is it considered activation or a reactivation?

**Activation**, which means that we have to follow the instructions in the flow chart.

## Ticker Update:

If you receive a customer that is active under **SPRINT**, even if it is another brand and calling for line activation issues, please transfer the call to **OFFLINE CARRIERS**.

Effective immediately, Sprint will now be handled as an Offline Carrier. Please use the Transfer Guidelines when you receive a call from a customer active on Sprint which requires any line activation/feature troubleshooting. GS

*-Posted: Dec. 13,2016 01:30 PM*

## Multiple Interactions:

If you assist a customer with two accounts, you should create the first account's interaction while you are on the line.

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## Offering Auto Refill without redemption:

We know that we are required to offer auto refill for:

- Activations
- Reactivations
- Credit Card Purchases
- Redemptions
- Phone Upgrades

What if the customer purchases a 400 minutes/1 year card? Or simply calls in to do an upgrade?

If there is not a specific amount that the customer can save by enrolling in auto refill you can use the spiel that is available for Straight Talk **“Would you like the convenience of enrolling in our auto refill program?”**

Auto Refill Additional benefits all Brands Straight Talk, Total Wireless, Telcel America, Net 10, Tracfone

Brand	Price	Service Days	AR Price	AR Benefits	AR Addl Benefit	AR Add Benefits
TracFone PPE <input type="button" value="v"/> x						
TracFone PPE	\$9.99	30	\$8.99	10% discount		
TracFone PPE	\$19.99	90	\$17.99	10% discount		
TracFone PPE	\$29.99	90	\$26.99	10% discount		
TracFone PPE	\$39.99	90	\$35.99	10% discount		
TracFone PPE	\$79.99	90	\$71.99	10% discount		

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## Safelink customer wants to change contact information:

If a Safelink customer would like to change his/her contact information, the customer can:

- Change it on the Safelink Website
- Or you can transfer the customer to 1451

SafeLink Enrollments(VMBC)			
Customer has questions about: <ul style="list-style-type: none"><li>• Changing their monthly plan</li><li>• Checking the status their application</li></ul>	1451 - ENG 1452 - SPA	Blind Transfer	VMBC

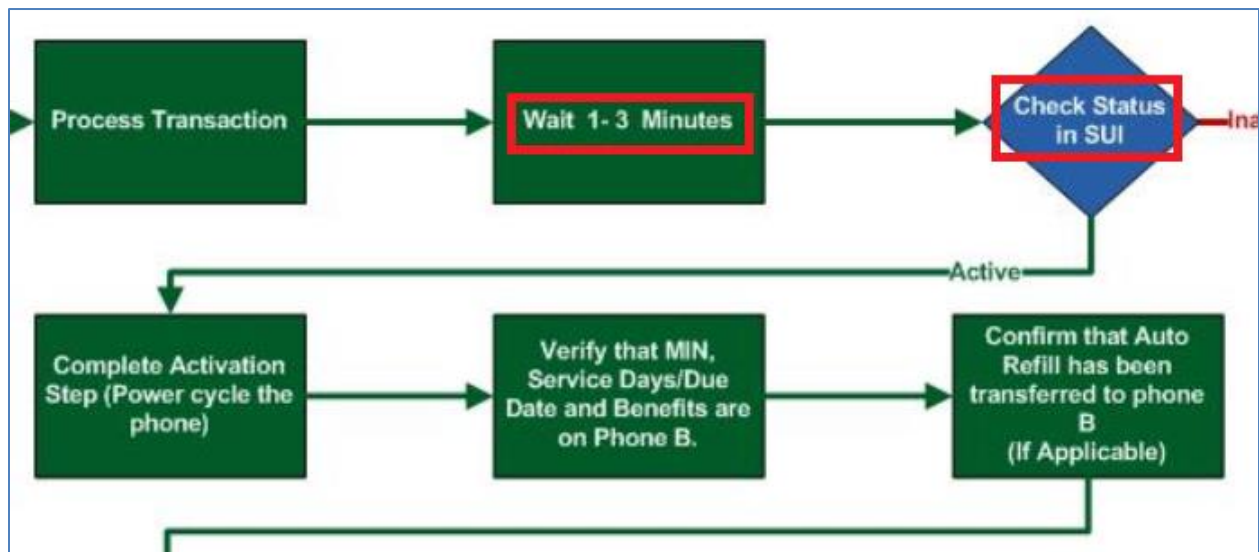
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## Flow Chart:

Remember that you are **REQUIRED** to follow the flow charts in the Agent Support.

**Example of Incorrect Procedure:** After phone upgrades, agents are telling the customers to complete the activation instructions without allowing 1-3 minutes or checking SUI.

**Correct Process:** Process Transaction > Wait 1-3 minutes > Check SUI > Complete activation instructions



## Technical Questions when the customer is calling from the phone:

Topic	Adheres to Correct
Coaching Example	CSRs are asking customers if they are calling from the phone when Avaya/CTI shows that they are calling from the device.
Correct Solution	For Technical calls, CSRs need to verify if the customer has the phone and whether or not they are calling from the phone before proceeding with troubleshooting. If Avaya shows that customer is calling from the phone, then there is no need to ask the customer if they are calling from the device.
Incorrect Solution	Asking customers if they are calling from the phone unnecessarily.

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## Coverage Issues: Replacement SIM Cards:

In any case that you have low coverage for one of the GSM carriers but good for the other, don't forget to check if the phone works with the other carrier. How to?

The screenshot shows the Alcatel website's navigation menu with 'Devices' and 'Phones' highlighted. Below is a grid of Alcatel phones. The 'Alcatel One Touch Pixie Charm LTE (A450TL)' is highlighted, and its detailed specifications are shown below. The 'Carrier' field is highlighted, showing 'T-Mobile'.

GENERAL SPECIFICATION	
Technology :	GSM LTE
OS :	Android 4.4 (KitKat)
Carrier :	T-Mobile
SIM Size :	Micro SIM
Screen Display :	4.5 inches
HAC Rating :	M4/T3
Talk & Standby Time :	Varies based upon usage
Processor :	1.5 GHz Processor
Connectivity :	Bluetooth®, Tethering and Wi-Fi
Micro SD :	supports up to 32GB

The example above shows **Alcatel One Touch Pixie Charm LTE (A450TL)** shows that the phone only works with T-Mobile.

This means that if we send an AT&T SIM, it will not work with the phone.

**DON'T FORGET TO ALLOW YOUR CUSTOMERS TO SPEAK**