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Re: New process for instances where you become disconnected from the customer or a call comes in as a dead air call. Dead air calls refer to calls that come in and there is no calling party on the line or the caller cannot be heard.

At any time that you are speaking with a customer and the call becomes disconnected in the middle of the conversation, or call, you will immediately call the customer back. This procedure will now also apply to Dead Air Calls.

Here is an example of how the process will work:


1. Call from the customer comes in to a CSR
2. While assisting the customer to troubleshoot the phone the call becomes disconnected.
3. The CSR has 20 seconds to go into Aux 4 and begin calling the customer back.
4. If the agent reaches the switchboard for a large company and has the customer's name he/she will ask for the customer. If no one by that name then the CSR will document the interaction including the number they called.

Or

5. If the CSR is unable to reach the customer at the phone number listed in AVAYA or CTI and an answering machine comes on the CSR will leave a message such as: "Hello, this is Straight Talk wireless calling we were disconnected and I was calling back to finish assisting you. Please give us a call back at your earliest convenience". The CSR will then document the interaction including: phone number attempted, that they left a message and all relevant notes pertaining to the call.

Or

6. If a call comes in as dead air and a valid callback number is available in CTI or the Avaya display, the CSR will proceed to make the call back immediately. **In addition, CSR's are to report to their Supervisor, who will report to the Local IT team, anytime they have more than two dead air calls in a row. It is not sufficient to leave interactions stating that he or she is receiving dead air calls. If they cannot notify their Local IT team, they are to inform their supervisor immediately so that the IT team can work on resolving the issue. If the Supervisor / Local IT team is not made aware, it will be seen as call avoidance on the part of the CSR.**

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This process will also be put in place for when a customer calls in and we cannot hear them due to a poor connection or background noise, a customer requests an immediate call back (not a call back for a later time), or an irate customer and the call becomes disconnected. This policy goes into effect immediately for anyone in the call centers who takes a call from a customer. **This policy does not apply to calls where you disconnected the call due to rudeness or profanity as long as you are following the process outlined by TracFone.**

If a callback is not made to the customer when required, as listed above, they will receive an auto fail on their QA evaluation. We will discontinue the use of the incident log as there will no longer be a reason for the log to protect the agent from a QA perspective.

Listed below are a few scenarios to help clarify this process.

Handling other scenarios:

1. What if there is no number on CTI or Avaya should the agent ask the customer for a phone number? *No, asking for the phone number on every call will increase our average handle time. You should document the interaction. If there is no information on Avaya it will be viewable by the QA tool so you would not be marked off. If Avaya shows the customer's number as a toll free number such as a 1-800, 1-866, 1-888 or 1-877 agent are not to call the customer back and document the account in TAS as no call back number available.*
2. If the customer says I will call you back tomorrow and hangs up should the agent call them back? *No, the customer has already indicated that this is an inconvenient time to talk. Document the call and go on to the next customer.*
3. What should the agent do if the customer thought the transaction was complete and said thank you and hung up? *The agent should call the customer back to complete the transaction.*
4. What is the maximum number of times an agent should attempt to contact a customer? The maximum number of times an agent should attempt to contact the customer is 2.
5. If the customer the agent was speaking to was male but the name reflected on the account is female who should the agent ask for? *In this situation the agent would use a script such as "Hi, I'm calling from TracFone Wireless/Straight Talk Wireless/Net10 Wireless and was assisting someone with an issue. Are you the person I was speaking with? This is just an example of what you might use to find the person you were speaking with. Remember, some women have deep voices and you could have actually been speaking with a woman who sounds like a man.*
6. How many interactions should be created since we are calling the customer back? *Only one interaction needs to be created.*

If you have any questions, please contact your CCCM Manager.

Name (print)

Signature

Date

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