

These are areas we need to improve

- Allowing the customer to speak freely
- Situational Script for Customer Doesn't Hang Up
- Idle Screen
- Acknowledging the customer's questions/comments
- Auxing at the very end when there is no need

Making an upgrade

✓ Before you begin with the **Upgrade process**, advise the customer:

> The NEW ESN will be added to their current Account.

> If their OLD/CURRENT phone is currently enrolled in Auto-Refill, Value Plan or NET10 Easy Minutes Plan, simply follow the phone upgrade flow business as usual. No need to De-enroll the customer before processing the upgrade. TAS will automatically transfer the enrollment during a phone upgrade.

✓ If the customer agrees to proceed with the Upgrade, follow the **Upgrade flow** from the **Transactions Sub-Menu**.

- We not not welcome or say the phrase when helping a restailer though

Creating an account for Tracfone and Safelink

Basic


Brand **GET BRAND FROM ESN** ▼

* Serial Number 014651001199359

* Zip

Email ☐ No Email Provided

* 4 Digits Security PIN

Date of Birth 

▶ **Consent to Contact Via**

1. When creating a denied ticket, should we provide the ticket number?
2. When we are not to ask for a promo code when buying or adding an airtime card?
3. If the esn is past due and customer wants to reactivate the phone but is calling from phone. When will the customer follow the programming steps?
4. When and how we offer auto refill?

Reading scripts for TF and SL

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

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

Service Plan Added TracFone 60 Minute / 90 Access Days

Current Service Plan Paygo

MIN 7124707105

Auto Refill NO

Email

Adding new CC

☐ Use my Contact Information

* First Name

* Last Name

* Country ▼

* Address 1 Enter the street address, up to 30 characters

Address 2 Use ONLY for additional address like Apt, Room, Dorm, Unit, Suite, etc

* Zipcode

* City

* State ▼

Phone #

☒ Save Payment Source for (future or recurring payment)

☐ Save as my Contact Information

Register Payment

Close

Making reference in Address 2

Ticket Address

Ticket Number 1162088782

Ticket Title DEFECTIVE PHONE

Zipcode

City

State ▼

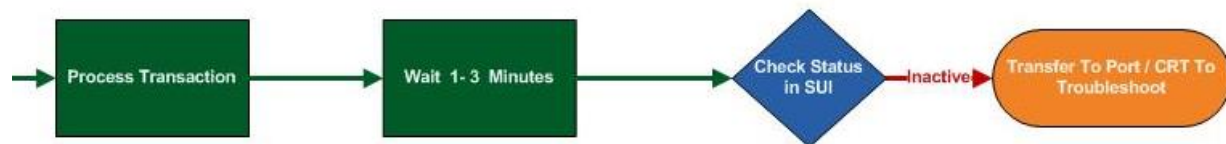
First Name

Last Name

Address 1 Enter the street address, up to 30 characters

Address 2 Use ONLY for additional address like Apt, Room, Dorm, Unit, Suite, etc

Upgrade and Flow Chart



Option ONE

Transaction Summary

[Send Email](#) [Send to a Different Email](#) [Update Email](#)

After your CURRENT phone stops working:

1. Turn NEW phone OFF and back ON > Make a call.
2. If call does not connect > Wait a few minutes > Reboot phone and try again.

Auto Internal Ticket Number 1162045807

Service Plan Added Paygo

Serial Number 014866002967824 Service End Date 1/31/2018
MIN 2012567411 Email olgaalexeeva91@yahoo.com

Option TWO

ESN Support

Carrier Support

Toss Util

Tutorials/Instructions

Transactions

Activation

Redemption

Enrollments

Value Plan Services

Family Plans

MIN Change

SIM Change

Deactivation

Complete Ports

Portability - Port In

Portability - Port Out

Port Admin Tool

Upgrade

Transaction Summary

[Send Email](#) [Send to a Different Email](#) [Update Email](#)

After your CURRENT phone stops working:

1. Turn NEW phone OFF and back ON > Make a call.
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REP: International calling is only available for TracFone, not SafeLink.

To make an international call:

- Call 1-800-706-3839 > Follow instructions > Enter your international number.

Phone Upgrade Ticket Number 1143177607

Service Plan Paygo

MIN 7246785039 Auto Refill NO Email KATHYBABYAK@GMAIL.COM

Rate Plan TFVPP1 Activation Date

MIN Status RESERVED USED Service End Date 9/9/2016

Minutes Added 0 Text 0 Data (MB) 0