

Supervisor	Score	Eval. Date	Call Type	Documentation	Summary of Auto Fail	Correct Solution
Whitney	0.00	1/3/2017	Voicemail Issues	X, you opened the call with the correct brand and you had your tools ready to take the call. <b>However, at (03:45) (04:17) customer provided you alternate number xxx in order to be further assisted but you performed a call back to the wrong number xxx (05:27)</b> , according to QA Areas of Opportunity 11-13-16 CSR need to ensure that they copy the correct call back number when customer provides the information since the customer is waiting and expecting the CSR to call them back at that time. Overall, you displayed courtesy during the call and you provided the correct information to the customer	Call back the wrong #	Follow the "Dead Air and Disconnected Call Policy" by calling back the customer within 20 seconds, apply the outbound call spiel "Hi this is (name) from (brand). This call may be recorded for Quality Assurance PURPOSES. Are you the person I was speaking with a while ago?" ,create your interaction and document the call back #.
Stacia	0.00	1/5/2017	General Questions - Brand Services & Plans	X, you should be ready to take the calls since no call opening was given. <b>The customer said "Hello" (02:10) (02:22), however he did not get any respond from you. The call got disconnected (08:28).</b>	didn't answer the call	Answer your call

	0.00	1/25/2017	Auto Refill Related	<p>File# 9128603745720000301</p> <p>X, you did a good job helping the customer with the enrollment, just try to sound more enthusiastic during the calls (00:04), remember that you are not allow to copy any Credit Card information on the notepad according to QA Areas of Opportunity 11-27-16 (Information, Resolution and Auto Fail) (02:37),at the end you were very polite with the customer well done.</p>	Copy CC info in TF Notepad	CSR's should never document CC or Social security information in Tracfone Notepad
	0.00	2/22/2017	Phone Locked	<p>X, you did a good job providing the opening correctly.</p> <p>You should be more enthusiastic throughout the call to enhance the customer's experience and you should avoid sidebar conversations while assisting the customer at (0:04:24) (0:04:34) At (0:04:49) you asked the customer to get your technical team to unlock his phone and <b>escalated the call without informing the customer that he was being transfer at (0:05:20)</b> you did not create an Interaction after working in the account.</p> <p>Neville you did a good job keeping the customer informed of your actions taken and you were polite keep it up!</p>	Transfer the call without informing the customer	CSR need to follow the correct transfer process by informing the customer that the call will be transfer

Stacey	0.00	3/9/2017	New SafeLink Enrollment	<p>X, great job providing the Call Opening in a timely manner. Remember never to document the customer's personal information such as Date of Birth, Full Name, Address, and SSN in the notepad or scratchpad in the system (01:46). Please avoid giggling while the customer is on the line to avoid sounding unprofessional (04:15) (05:43) (06:05). Keep in mind that you must document an Interaction whenever you create a new Application for the customer (09:15). You did awesome creating a new Enrollment for the customer.</p>	Document SS # in TF notepad	CSR's should never document CC or Social security information in Tracfone Notepad
Bernade	0.00	3/9/2017	SafeLink Re-enrollment	<p>X, you displayed willingness to re-enroll the customer into the service. Please remember that the customer's personal information should not be documented or copied in any scratchpad or notepad in the system (00:59) (02:26) (02:34). You provided incorrect information to the customer by advising him that he would receive an Application form, when his Application had been unqualified do to Duplicate Subscriber (10:25). Try to sound enthusiastic during the call (02:48) (07:17) (16:21). You did an awesome job by documenting an Interaction in the customer's Application.</p>	Document SS # in TF notepad	CSR's should never document CC or Social security information in Tracfone Notepad

Eugenia	0.00	3/28/2017	Lost/Stolen Phone	<p>File Number: 9129131552450010301</p> <p>X, well done by asking for the alternate information in order to get to the account, just try to display more enthusiasm since at (0:02), (01:31), (02:46) you sounded monotonous, also while you were advising to the customer that the call will be transferred to the Re-Enrollment department <b>the call got disconnected (06:35) so you should performed a call back</b> since you said to the customer that he was needing to Re-Apply, and at minute (06:36) the box to transfer the call was still open so it didn't completed. Also you placed yourself to ACW and then Auto-in from the AVAYA ONE X unnecessarily since you should use the ready button from CTI, you created the Denied Exchange case.</p>	didn't call back	<p>Follow the "Dead Air and Disconnected Call Policy" by calling back the customer within 20 seconds, apply the outbound call spiel "Hi this is (name) from (brand). This call may be recorded for Quality Assurance PURPOSES. Are you the person I was speaking with a while ago?" ,create your interaction and document the call back #.</p>
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Claudio	0.00	3/24/2017	Data Services Issues	<p>X, offered your assistance to the customer. However, you remain in silence without providing a valid reason to the customer from (00:26) to (01:01). The customer stated that he added a service card to his device (00:18) (01:14) and you confirmed that the service card was successfully added (01:23) (01:39). The customer stated that he was not able to use his device (00:20) (00:21) (01:45) however you told him that he needed to wait until the service card was updated into the phone (01:48) (01:53). The customer asked you "How long it will take?" (01:57) and you did not acknowledge to the customer's question (01:58). You provided the customer the balance that he had in the phone (02:40) (02:42) (02:43) and the customer stated again that he was not able to receive text or use data (03:12) (03:24) (03:31) (03:37) and you <b>did not offer a call back to the customer to troubleshoot the phone (03:47)</b>. You provided a greeting closing to the customer.</p>	didn't offer a call back to provide a 1 time resolution	CSR's need to listen attentively and do everything possible to resolve the customer issue and provide a 1 time resolution.
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