

We need to make emphasis on the following:

- Allowing the customer to speak freely
- Situation script when customer does not hang up properly
- Situational script when customer places on hold
- Unexplained Silence
- Idle screen

When transferring call, we need to check if its blind, warm or call for support. Note we have an exception on one rule

Do you mind explain security questions correctly?

Once a Safelink serial number does not allow to exchange it for lost or stolen, what all possible options can we provide to the customer?

### Acknowledging and understanding the Transaction Summary

#### Transaction Summary

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

Thank you for your Purchase!

1. To receive your benefits, you must keep your phone turned ON.
2. To receive any pending updates, please call \*22890 from your TracFone.

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

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

Service Plan Added TRACFONE NON-POSA 120 UNIT AIRTIME / 90 ACCESS DAYS

Current Service Plan Paygo

MIN 6052902396

Auto Refill NO

Email 1156346613@TRACFONE.COM

Rate Plan TFDIGITAL3\_UC\_ROAM

Activation Date 11/19/2011

MIN Status ACTIVE

Service End Date 7/8/2017

### Let us understand risk factors:

1. What are risk factors if the customer is calling?
2. If its not the account holder?
3. If its a Street Team Agent?

If the customer is calling to activate the replacement simcard, should we ask for the entire sim card or should we look for it from the ticket history?

## New Attribicute

Ticket Detail Name	Req.	Ticket Detail Value	Help
CUST_UNITS_CLAIM		<input type="text"/>	<a href="#">HELP_LINK</a>
SYS_SEQ		<input type="text"/>	<a href="#">HELP_LINK</a>
TIME_TANK		<input type="text"/>	<a href="#">HELP_LINK</a>
TT_UNITS		<input type="text"/>	<a href="#">HELP_LINK</a>
NUMBER_CUSTOMER_CALLING_FROM		<input type="text"/>	<a href="#">HELP_LINK</a>

## TF 43 and VMBC calls

