

Tracfone Redemption and Customer is not enrolled in auto refill

Transaction Summary

Send Email

Send to a Different Email

Update Email

Thank you for adding airtime to your phone.

To receive benefits > Keep phone ON.

REP: If this customer is NOT enrolled in Auto-Refill, 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 60 Minute / 90 Access Days (Incomm)

Current Service Plan Paygo

MIN 9293055478

Auto Refill NO

Email 1263545048@TRACFONE.COM

Rate Plan TracFone Subscriber Limited SMS (PayGo)

Activation Date 3/28/2017

MIN Status ACTIVE

Service End Date 9/26/2017

Minutes Added 120

Value Added Service

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Enroll in Easy Exchange

Where can we find the list of confidential information, which we can only disclose if the customer can validate the account?

- We need to work with idle screen and silence and allowing customer to speak

4 elements we must include when we are creating the following cases

- ITToss Case
- Replacement Phone
- Incorrect SMS units Deduction
- Wrong EID Case
- Missing EID
- SL Smartphone Reactivation
- Wrong Monthly Minutes Plan

Notes enrollment id 32596634
lifeline 1158747981
status Enrolled
status activity 03/02/2017 Enrolled

When entering MIN and the error shows, we need to make use of activation/deactivation history **15 points**

Search Contact

Serial Number Email
SIM Interaction Id
Customer MIN

Error: Telephone No [3128389349] Not Found
Telephone No [3128389349] Not Found

ESN MIN History

Phone History Line History **Activation Deactivation** Redemption History Promotion History

Activation Deactivation

Search (Use % for All)

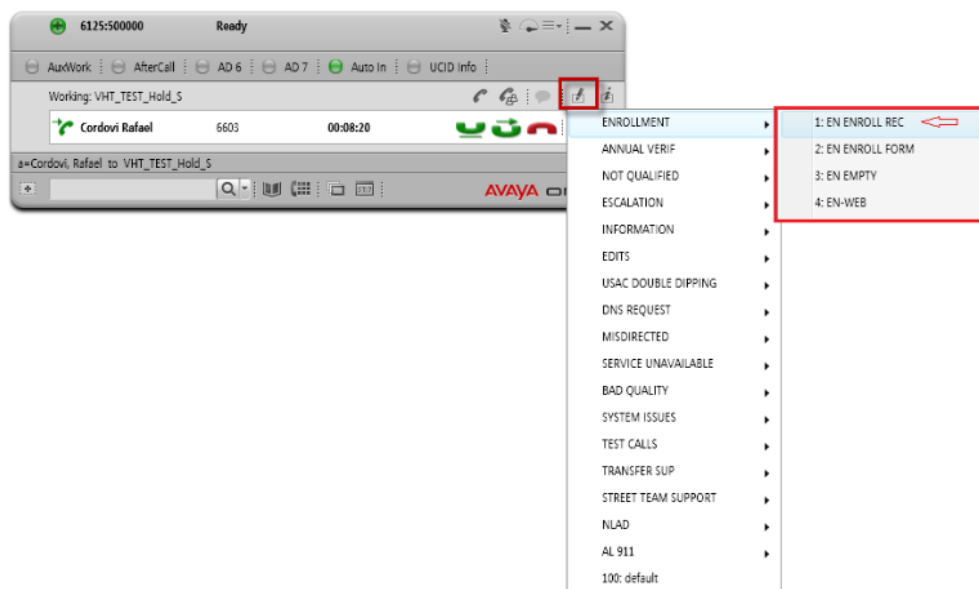
* Required

ActionType
* Serial Number
* MIN

- What do you follow when customer does not hang up properly?

When should you say: "Thank you for choosing Trcafone Wireless as your service provider?"

Work mode must be used only for VMBC calls



- What buttons we click when making either a blind or warm transfer?

- Can we validate the call back number?

Inactive POSA: New Information

POSA DOWN-TIME REPORTED

Follow the Inactive POSA TAS Solution and create a ticket
then follow the Transfer Guidelines to verify if the product is eligible for immediate reset.

<ul style="list-style-type: none"> • Reset Inactive POSA ESN • Reset Inactive POSA Service Card <p>*Only call if the customer claims to have sent the required documents and its been longer than 48 hours without the ticket being updated. Also if the Agent Support home page message states POSA was down and you have already followed the Inactive POSA solution.</p>	1198 - ENG	Warm Transfer	Miami ERD
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- How we go about creating a default interaction?