

Please see below.

From: Alejandro Visbal
Sent: Wednesday, November 16, 2016 5:27 PM
To: TrainingClarifications
Subject: RE: Escalation Request

Good Afternoon,

I would like to request your assistance escalating the following questions in regards the new 2G opening update

1. 2G calls used to be opened and closed without a brand according to the TF #093.2016 2G Migration Call Transfer Guidelines, now the ticker notice advises us to use "Tracfone Wireless" during the opening.
Should the CSR continue **closing** the call without a brand? (if a brand is required, which one should be used). [If you know the brand use the brand. If not you can use Tracfone.](#)
2. The opening indicated in the ticker says "Thank you for calling Tracfone Wireless my name is XXXX are you calling about the number that ends in XXXX?". If while opening the call TAS has not shown an account yet, should the CSRs ask "how may I help you today?" (TF #108.2016 CTI Call Greetings) or should they ask for the whole number immediately. [Ask for the phone number.](#)

Operation Ticker

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Any time your Avaya displays 2G or 2G Migration please open the call by saying, "Thank you for calling Tracfone Wireless my name is XXXX are you calling about the number that ends in XXXX?" --SJP 11/15/16

-Posted: Nov. 15,2016 04:50 PM

Thanks in advance

Alejandro Visbal