

Areas of Opportunity – Belize

Please take time to review these areas of opportunity and make a commitment not to lose points under these sections. Also you can see how Belize is performing in QA.

Topic	Adheres to correct Process
Coaching Example	CSRs are not verifying the last four-digits of the phone number displaying in TAS. (After opening the call)
Correct Solution	CSRs need to follow the instructions listed in TF #108.2016 CTI Call Greetings 05 19 16 ORI and verify the last four-digits of the phone number displayed on the customer's account.
Incorrect Solution	The last four-digits of the MIN displayed in TAS is not verified.

Topic	Adheres to correct Process
Coaching Example	CSRs are not validating the customer's identity properly before making changes to a customer's account.
Correct Solution	If the customer is in possession of the phone, CSRs need to apply the regular steps outlined in TF #032.2016 UPDATED Confidential Information and Security Questions 03 30 16 ORI by verifying the security questions first (if applicable), verifying the security PIN or asking for the ESN/MIN combination and one of the items listed in the Training Flash. 16 ORI and verify the last four-digits of the phone number displayed on the customer's account.
Incorrect Solution	CSRs are making changes to the customer account without asking security questions.

Topic	Adheres to correct Process
Coaching Example	CSRs are not offering Auto Refill after processing Redemption transactions.
Correct Solution	If a customer calls to add a PIN to the phone, it is required to offer Auto Refill after processing the transaction.
Incorrect Solution	Auto Refill is not offered after adding an airtime PIN to the customer's phone.

Topic	Adheres to correct Process
Coaching Example	CSRs are not providing a valid reason to remain in silence.
Correct Solution	CSRs need to inform customers of the actions they will take that will result in silence during the call. CSRs also need to provide a timeframe

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Incorrect Solution	Customers are not informed of the actions taking place prior to the silence.
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Topic	Information
Coaching Example	CSRs are advising customers that they will be working in the system; however, no actions are taken on the account.
Correct Solution	CSRs need to ensure that they complete the tasks communicated to the customer at the time that the update is provided.
Incorrect Solution	No actions taken on the account after the customer is asked to wait on the line.

Our QA average at the moment is 82.83%

This is how Belize is doing for the 4 Quarter. (October to December)

