

Main Areas:

- Logg in using CTI prior to taking calls
- Once there is a comment or question, ensure to acknowlee it
- Silence
- Allowing customer to speak freely
- Placing in aux 4/incorrect use of after call at the end of call

Training Flash 48

Please be advised:

The Credit Card option in TAS has been modified with the following.

1. The **Identity Challenge** page will no longer display when the customer is registering a new credit card for one-time purchase. Proceed to the **Payment Method Info** section and complete accordingly. Make sure to ask the customer **IF** they want to save the credit card for future use.

✓ If the customer agrees to save the credit card information, the account Identity Challenge page will display and the security questions must be asked. **NOTE:** The credit card will be saved in the account for future purchases. **IF** the customer cannot answer the security questions, return to the credit card registration page and offer the option of NOT saving the card.

✓ Remind the customer that if they choose not to save the credit card, they will have to provide all the credit card information again when making future purchases.

- Process to follow if the customer does not want to save their CC?
- What process to follow if the customer cannot send sms but is calling from phone?

If the customer is calling from the handset, ask for an alternate number. If none is available, make sure TAS/Billing System are provisioned, analyze coverage, verify balance, sequence are correct before asking the customer to call from another phone. You may send OTA's from TAS/SUI, reset features and remove hotlines with the customer on the line.

- Explain secuirty questions in order
- What is the process to follow when there is an ITTOSS case created and the error is still showing after you performed a FIX ESN?
- Can we request time to work on the account and add notes on either scratch pad or tracfone note pad?
- How we go about removing an OTA pending?

Ensure to comply with the speil when calling back and contacting carriers

"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?"

- If the customer is calling to make an upgrade and the new esn prepopulates, should we ask for the MIN or do the validation of the last4 of ESN?

Service Profile

Serial Number	013513000890028	SIM	8901260862184688546	Contact Name	Susan Raetzman
Hex Serial Number		SIM Status	SIM NEW	Lid	
Part Number	TFALA392GDM3P4P	MSID		Group Id	
Technology	GSM	MIN Status		Activation Date	03/23/2014
Brand	TRACFONE	Zip	20816	Deact Date	10/16/2015
		Carrier	190260 T-MOBILE GSM	Cards In Reserve	0

- When are we to offer the upsell? TAS Training Manual Programming pg. 42 or emails from Maimi 02/28/2017

Upsell Information

- ☐ \$15 100 units 0 days
- ☐ \$35 250 units 0 days
- ☐ \$49.99 0 units 365 days

- Should we ask for a promo code when buying \$10.00 data card?
- When buying \$5.00, should we ask for promo code?
- When buying \$15.00, should ask for promo code?
- When buying \$10.00 (350 minutes/30 days), should we ask promo code?
- Remember the auto refill should be offer base on the amount of minutes the customer is adding/buying for Tracfone accounts. The exception becomes when dealing with 1 year card 400 minutes, data and 1000 SMS and Upgrades
- Can we perform the *#06# while customer is calling from the phone?