

If the issue is caused by TracFone and requires a follow-up, give the call back number.  
If the issue is caused by the customer, their bank or anything NOT PERTAINING TO TRACFONE, they must call back the branded 800 #.

**From:** Randall Richards  
**Sent:** Tuesday, November 15, 2016 10:06 AM  
**To:** Lselloria; TrainingClarifications  
**Cc:** CEBSpecialtyTrainers  
**Subject:** RE: CEB Direct Response Toll Free Clarification

Luis,

Please assist.

Thanks,  
Randall

**From:** Lisette Selloria  
**Sent:** Tuesday, November 15, 2016 10:03 AM  
**To:** TrainingClarifications  
**Cc:** CEBSpecialtyTrainers  
**Subject:** FW: CEB Direct Response Toll Free Clarification

Good day,

I would like to make follow up on this. Thanks.

Respectfully,  
Lisette

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**Lisette P. Selloria**  
Specialty Trainer  
Qualfon Philippines Inc - Cebu

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**From:** Lisette Selloria  
**Sent:** Friday, November 11, 2016 1:53 PM  
**To:** 'TrainingClarifications'  
**Cc:** CEBSpecialtyTrainers  
**Subject:** FW: CEB Direct Response Toll Free Clarification

Good day,

I would like to make a follow up on this.

Thanks.

Respectfully,  
Lisette

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**Lisette P. Selloria**  
Specialty Trainer  
Qualfon Philippines Inc - Cebu

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**From:** Lisette Selloria  
**Sent:** Monday, November 07, 2016 3:57 PM  
**To:** 'TrainingClarifications'  
**Cc:** CEBSpecialtyTrainers  
**Subject:** CEB Direct Response Toll Free Clarification

Good day,

We would like to clarify if SUP/SUP ERD reps are not to provide the Direct Response Toll-Free number (**1-866-667-6470**) when the call ended as unsuccessful, customer prefers to call back and the transaction can be done by a lower tier.

File Number: **9127827045610010191**: The call was for an unsuccessful auto refill transaction. Rep already attempted to re-register the account in auto refill, however it did not go through. Cust decided to call the bank first since previously the bank said that the deduction reflected in their end but in Tracfone side it doesn't. So rep gave the Toll free number and advised to give us a call back once cust is done contacting with his banking institution.

**(CORP QA) Coaching opportunity:** *You were not required to provide The ERD number because the issue that the customer would be calling back for can be handled by a tier one agent.*

From what we have understood, once a call has reached to a SUP/SUP ERD level, regardless of the type of transaction, if unsuccessful, we follow what is indicated in the Call Handling and Transfer Guidelines (Scenario 2).

## SUP ERD CALL HANDLING & TRANSFER GUIDELINES

SUP ERD agents must complete a call in one of the following three (3) Scenarios:

1. The customer's issue is resolved or the customer's phone is confirmed to be working while on the call with the agent. **(Do not provide the toll-free number)**
2. A case or a situation exists in which the customer's issue has not been resolved, the agent **must provide the customer the Direct Response Hotline # and Reference PIN assigned to the brand.**
3. The call must be warm transferred to Cebu ERD (Ext 3324), Miami ERD (Ext 1029), or Port Specialist (Ext 1270) to resolve the issue. **(Do not provide the toll-free number)**

Respectfully,  
Lisette

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**Lisette P. Selloria**  
Specialty Trainer  
Qualfon Philippines Inc - Cebu

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