

## New and Updated Training Flashes (Copy and paste in Agent Support):

TF # 203.2016 SUI Enhancements 11 11 16 ORI

TF # 202.2016 Account Creation Using Credit Card Information 11 10 16 ORI

TF # 200.2016 Sales Order Search Tool in TAS 11 10 16 ORI

TF # 191.2016 Adding a New Credit Card as New Funding Source 11 10 16 ORI

TF # 197.2016 from TF # 071.2015 UPDATED SafeLink Re-Enroll TAS Enhancement 11 04 16 ORI

TF # 192.2016 New SafeLink Benefits (PPE) 10 26 16 ORI

Black Friday - Holiday Promotion Codes 11 14 16

## What's new?


**OperationTicker**

Operation Ticker [Show Archive](#)

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*

## Loss Prevention Opens on Sundays and now until 11:45 pm EST every day



**Hours of Operation**  
Monday through Sunday 8:00 am to 11:45 pm.  
Our IVR (automated system) and our website (www.TracFone.com) are available 24 hours a day, 7 days a week.


**Miami Care Center**  
**Hours of Operation**  
Monday through Sunday 8:00 am to 10:00 pm.


**Loss Prevention Department**  
**Hours of Operation**  
Monday through Sunday 8:00 am to 11:45 pm.

**Retailer Hotline**  
24 hours a day, 7 days a week

Its important to wait the 5 seconds interval. Don't release the call before the 5 seconds.

**Customer Doesn't hang Up**  
Article ID: 98

 Target Audience : Customer Representatives

 Date Published : June 11, 2015

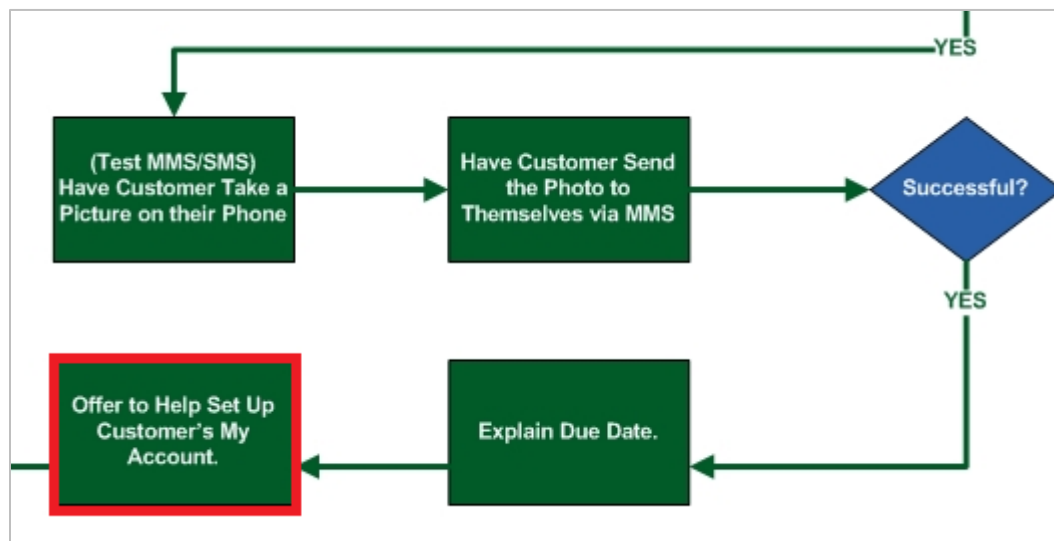
**Script for Representative If the caller doesn't hang up at the end of the call**

Script for Representative if the caller doesn't hang up at the end of the call.

If the caller does not hang the phone up properly, wait 5 seconds and follow the steps below.

1. Mr/Mrs.\_\_\_\_ or Caller are you there? Wait 5 seconds
2. Mr/Mrs.\_\_\_\_ or Caller are you there? Wait 5 seconds
3. Release the call.

#### Activation Flow Chart:



## Transfer Guidelines:

Disabled Customers/Customers with Disabilities			
<p>Callers that are disabled and require additional assistance, such as:</p> <ul style="list-style-type: none"><li>• Customers requesting a replacement phone due to their disability (only if their handset is still under warranty. If not, please advise the customer to purchase a new phone).</li><li>• Customers requesting instructions on how to use Accessibility Features (Talk Back, Voice dictation, Zoom, Hearing Aid setup, etc.)</li></ul>	1830	Blind Transfer	Miami ERD
<ul style="list-style-type: none"><li>• Customers that are hard to understand due to their disability</li><li>• Customers that claim they will file a lawsuit because of discrimination due to their disabilities</li></ul>	1830	Warm Transfer	Miami ERD

Risk Assessment			
<ul style="list-style-type: none"><li>• TAS prompts to transfer</li><li>• Status of phone is "Risk Assessment"</li></ul>	3001	Blind Transfer	Loss Prevention

