Training Overall Internal QA Performance Week Dec 5-11

1. **After reviewing internal grades we found 6 auto fails**
   a. Validating Social Security Numbers
   b. Failing on all areas on the evaluation form
   c. Two auto fail for not calling back customers
   d. Documenting CC info on tracfone notepad
   e. Not delivering the Outbound Call Spiel

2. **Areas of Improvements for : Correct Use of tools (15 points)**
   a. Acknowledging Safelink script
   b. Not applying Technical Questions
   c. Not reading to dial internationally
   d. Not reading "Please remember to add airtime"
   e. Covering CTI, not using "always on top"
   f. Errors generated
   g. Not using Activation/Deactivation history
   h. Check the balance on website

3. **Areas of Improvements for: Adhere to Correct Process (20 points)**
   a. TF 108 validating last 4 of MIN
   b. Proper opening when new ESN appears in TAS
   c. Including minutes and days within the notes
   d. Not using CTI when transferring a call
   e. Validating MIN, ESN, airtime pin, sequence, promo code
   f. We do not issue refunds.... not applied
   g. Silence
   h. Not doing the Welcome Call
   i. Security Questions