

Thanks Sofia and team.

+Donna as an FYI...

Centers,

Please instruct your agents to use the following spiel whenever their time comes up to hand the call to a supervisor and one is not available to assist.

"Since we have been on this call for an extended period of time I need to ask my supervisor for assistance, please bear with me while I contact my Supervisor."

If there is no Supervisor available:

"Thank you for waiting, I have already contacted my supervisor and I will continue assisting you with this call."

We do not want them saying anything else which sounds awkward or confusing such as, "I have been helping you for X amount of time and I now need to transfer you to a supervisor but, since one is not available, I will continue assisting you with this." It doesn't sound natural and it raises questions in our customers.

We are not having QA take points unless the awkward phrases continue. Please make sure all agents are aware.

Thanks,

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