



Sprint
Accessibility

Tennessee FCC Complaint Log

2017 - 2018

Complaint Tracking for TN (06/01/2017-05/31/2018). Total Customer Contacts: 6

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/07/17	The caller reported that the operator did not follow his database instructions to verify the number before dialing out. He seemed impatient during the call and did not inform the customer before redialing a number. Customer Service Response: I apologized for the inconvenience and told him I would send the report to the call center supervisor. No follow up requested.	08/07/17	Supervisor coached the Communications Assistant on the importance of following instructions outlined in the Customer Notes. Supervisor also advised the importance of maintain professionalism.
2	08/09/17	Customer complained that Communications Assistant did not verify number calling which is in his notes and did not have Voice Carry Over turned on at beginning of call. Customer service apologized for the issue and let customer know supervisor would be notified. Customer did not request follow up.	08/09/17	The customer didn't provide the Communication Assistant's (CA) ID number. Unable to coach the Communication Assistant without her or his ID.
3	08/10/17	<p>Customer got disconnected on twice at the beginning of call.</p> <p>Internal Update Performed</p>	08/10/17	<p>Communications Assistant was met with and stated that the complaint is not detailed enough, but disagrees because she doesn't hang up on anybody. Communications Assistant stated she hangs on the line and waits for a response for a long time then puts Assist Flag up to document call first and follows instructions given by Assistant Supervisor which is the disconnect procedure along with disconnect phrase and once Communications Assistant is advised, Communications Assistant disconnects afterwards. Communications Assistant followed correct procedures.</p> <p>Communications Assistant was met with and disagrees because she doesn't hang up on anybody. Communications Assistant hangs on the line and waits for a response for a while, then puts assist flag up and follows the disconnect procedure as directed. Communications Assistant followed procedures based on feedback and since complaint was not detailed; unable to determine the nature of the call. No follow up requested.</p>
4	09/15/17	Customer complained that when dialing the dedicated Speech to Speech numbers for both Tennessee and North Carolina, he reached the recording that said "We're sorry your call did not go through. Please try your again." Customer Service Representative apologized for the inconvenience and entered in Trouble ticket. Follow-up requested with customer.	09/15/17	All circuits were busy during this time. Customer can make a Speech to Speech call. Issue now closed.
5	10/04/17	Communications Assistant did not leave message first time per customer request, redialed, and typed the entire answer machine message again. which took 3 calls to leave the message. Customer asked for her ID number and there was a long pause before Communications Assistant responded. Apologized for the problem and let customer know supervisor would be notified for follow up with Communications Assistant. Customer does not want contact.	10/04/17	Supervisor coached the Communications Assistant on proper procedure as well as being prompt on calls.

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6	10/16/17	Caller said Communications Assistant is a good Communications Assistant but just needs a little more training, seemed like she was new. She did not turn up the volume so she could hear caller give the number and she did not verify the number before dialing out (instructions were in the notes). Customer Service apologized. No follow up is required on this matter.	10/16/17	The Communications Assistant was coached by the quality supervisor over the importance of remaining alert and focused so that they are able to follow all customer notes and instructions.

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