

**Complaint Tracking for New York (06/01/2015-05/31/2016). Total Customer Contacts: 23**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/30/15	Customer reported inaccurate captions on the CapTel 200.	08/05/15	Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Customer provided word examples but could not recall the date or time of the call. Customer Service Representative recommended the customer document the date time and Operator's number of any future calls to allow us to take specific action with the Operator captioning the call. The Customer Service Representative followed up with the customer to see if they had any further incidence to report and was told all is fine.
2	08/24/15	The Operator would not provide their ID number when the customer asked for it, nor would they get a Supervisor for the customer upon request. The Supervisor apologized for the inconvenience and assured the customer that the situation would be addressed with the Operator.	08/24/15	The Operator was coached to always provide their ID number upon request, as well as provide a Supervisor upon request.
3	08/28/15	The Operator did not follow the customer's notes. The Assistant Supervisor offer to provide a different Operator and apologized for the inconvenience.	08/28/15	The Supervisor followed up with the Operator and coached them to follow customer instructions, to seek clarification from the customer when necessary, or to ask for Supervisor assistance as needed.
4	08/28/15	The Operator did not know how to process a two Line Voice Carry Over Call. The Operator seemed confused. The Assistant Supervisor apologized for the inconvenience, thanked the customer for the feedback, and assured them the information would be forwarded to the appropriate party.	08/28/15	Supervisor coached the Operator on the two line Voice Carry Over procedure. Operator is aware of the process, but since it had been a long time and to ensure the call was processed correctly, the Operator requested Supervisor assistance.

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5	10/30/15	Caller said they were connected for four minutes with the Operator with no response from the Operator during that time. Email was used to submit the complaint. There was no request to contact the customer.	10/30/15	Operator experienced technical difficulty. Trouble ticket was generated and the Operator was removed from position until trouble was resolved. Trouble was resolved after rebooting of computer and Operator is now able to receive and relay calls.
6	11/09/15	I gave a commendation and then the Operator was rude to me. She acted stupid and disrespectful. She would not let me through. The Supervisor could not understand a great deal of what was said. Supervisor apologized to the customer.	11/09/15	The Operator was coached on how to appropriately interact with customers.
7	11/11/15	Customer cannot reach her mother using calling card via relay but is able to connect dialing direct without relay. Apologized, explained that relay technicians will research issue. Call center Supervisor entered trouble ticket. Customer wants phone contact.	11/11/15	The Supervisor forwarded the information to our technical department. Further testing has been conducted and our findings confirm that calls complete successfully via the relay system using the carrier prepaid calling card purchased by the customer.
8	01/05/16	The Customer felt that the Operator took control of the call when the recording hung up. Customer stated a directive was given to the Operator that was not followed. The Assistant Supervisor apologized for the inconvenience. Follow up requested.	01/05/16	The Assistant Supervisor determined that the Operator followed proper procedure for recordings and did not see any typed instructions to the Operator. This was brought to the customer's attention and the customer acknowledged he may have forgotten. Follow up sent via email.

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9	02/09/16	The customer came in on the voice line, therefore she was not prompted for a number to call, nor was the Operator ID provided. The Assistant Supervisor informed the customer that the branding was lost and that was the reason for the delay in prompting for the number as well as the ID being provided. No follow up requested.	02/09/16	The Supervisor met with the Operator and coached them on promptly switching to Voice Carry Over and sending the appropriate macro.
10	02/12/16	Caller said Operator would not give her an ID number when asked by caller to do so. Customer Service apologized for the issue. No follow up is required.	02/12/16	Unfortunately, there is no Operator listed by that ID number. Therefore the Supervisor was unable to follow up with them. No follow up requested.
11	02/12/16	Caller said Operator did not give her ID when asked. The caller was very upset about this. Customer Service apologized for the issue. Follow up is not required on this issue.	02/12/16	The Supervisor met with the Operator and coached her on providing her ID upon request.
12	03/01/16	The customer complained that the Operator did not know how to do her job. The Supervisor assisting on the call reviewed the Operator's screen, but could find nothing out of our normal call handling procedures. The Supervisor tried to get the customer to explain what it was that the Operator was not doing correctly, but the customer did not clarify and disconnected before the Supervisor was able to ask if they wanted a follow up.	03/01/16	The Supervisor assisting at the time spoke with the Operator to try to get a clearer picture of what had transpired. Based on the information, the Operator was able to provide on what was observed. The Supervisor was unable to determine the Operator's error. However, the Operator was still coached on getting Supervisor assistance when having any difficulty with a call.

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13	03/10/16	Customer reported captions not connecting on the CapTel 840 in 1-Line mode.	03/29/16	Customer Service Representative apologized to the customer for this experience and advised that he would pass detail on to the Call Center for further investigation. Call Center investigation revealed that a weak modem to modem connection affected the connection to this CapTel user on this call. This resulted in the CapTel user not receiving the captions that were generated by the Operator. The Customer Service Representative reported our finding to the customer. Customer thanked the Customer Service Representative for the follow up and stated that this was a one time incident and that all has worked properly since this call.
14	03/16/16	Customer states that this operator did not follow her instructions. The Relay Customer Service response: Apologized for the problem and assured that a complaint would be sent in as stated. Requested a call back from the Supervisor.	03/16/16	Unfortunately, there is no Operator listed by this ID number so the Supervisor was unable to follow up.
15	03/21/16	The customer was attempting to make a very important emergency call. The Operator typed nothing but a bunch of letters and numbers and would not give the go ahead. The Supervisor apologized for the inconvenience and assured the customer the information would be forwarded. No follow up requested.	03/21/16	The Supervisor met with the Operator who mentioned they were having a lot of garbling issues on the day in question. They could not recall for certain that it was the case on this call. However, they were coached to always get Supervisor assistance when experiencing difficulties with calls.
16	04/01/16	Operator was told to provide her ID again, and she did not. The Assistant Supervisor apologized for the inconvenience and assured the customer the information would be forwarded. No follow up requested.	04/01/16	The Supervisor met with the Operator and was coached to always comply with ID requests. No follow up requested.

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17	04/08/16	Customer stated that the Operator did not provide their Operator ID and request a Supervisor, or transfer them to Customer Service as requested. Apologized. Call took place 4/8/16. No follow up requested.	04/08/16	Since the customer was unable to provide the actual Operator ID, the Supervisor was unable to follow up.
18	05/02/16	The Operator will not provide her ID number when she comes on my screen. The Assistant Supervisor apologized for the inconvenience. No follow up requested.	05/02/16	The Supervisor met with the Operator to coach them on providing their ID number. The Operator said that when the customer came in, they came in on the voice line so no greeting went through. She said she manually switched the customer and sent her a greeting. The greeting she sent did not have her ID number in it. The Supervisor coached the Operator to always provide their ID number when manually switching the customer and prompting for the number to dial.
19	05/03/16	The Operator kept putting numbers up on the screen and she is doing it on purpose. The Assistant Supervisor apologized for the inconvenience. No follow up requested.	05/03/16	The Operator was not employed on the date and time the customer stated the call took place. The Supervisor was unable to follow up with the Operator.
20	05/16/16	The Operator was told to provide their ID and the Operator apologized but still did not provide their ID. The Supervisor apologized for the inconvenience and assured the customer the information would be forwarded. Follow up requested.	05/16/16	Unfortunately, the Operator is no longer employed. The Supervisor was unable to follow up with them. Follow up sent via USPS.
21	05/27/16	The Operator interrupted the TTY user when they were typing out a message to be left, therefore the Operator did not leave the complete message. No follow up requested.	05/27/16	The Supervisor met with the Operator and coached them on waiting for the TTY user to send the GA before attempting to redial to leave a message.

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22	05/31/16	The Operator was directed to process the call collect through Verizon. The Operator did not put the call through as collect. The Assistant Supervisor apologized to the customer for the inconvenience. No follow up requested.	05/31/16	The Supervisor met with the Operator and coached them on the proper procedure for processing the call as collect, as well as how to change the carrier from Sprint to Verizon. No follow up requested.
23	05/31/16	The Operator did not respond when the customer asked for a male Operator. When the customer asked again for a male Operator, the Operator rudely responded "What did you say?". The Assistant Supervisor apologized for the inconvenience. No follow up requested.	05/31/16	The Supervisor met with both the Operator and the Assistant Supervisor that observed the call. The Assistant Supervisor stated that they scrolled up on the screen to see exactly what the Operator had typed to the customer and saw the Operator had typed "I'm very sorry but what did you say" and after that, "One moment please for a male Operator". It was determined the Operator made no error in how they handled the call. No follow up requested.