

Hands On Video Relay Service (HOVRS)
Customer Care Summary
June 2004 to May 2005

	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	TOTAL	%
SERVICE COMPLAINTS														
Rude/attitude/ manner	0	1	1	1	0	0	0	0	0	0	0	1	4	9%
Didn't explain/ Intro VRS	0	0	0	0	0	0	0	0	1	0	0	0	1	2%
VCO/HCO procedures not followed	0	0	0	0	0	1	0	0	0	0	0	0	1	2%
Poor signing	2	0	0	1	0	0	1	1	0	0	0	0	5	11%
Poor voice tone	0	0	0	0	1	0	0	0	0	0	0	0	1	2%
Poor facial expression	0	0	1	0	0	0	0	0	0	0	0	0	1	2%
VI controlled call	0	1	1	0	0	0	0	1	0	0	0	0	3	7%
VI didn't relay everything	0	0	0	1	0	0	1	0	1	0	0	0	3	7%
VI didn't follow instructions	0	0	0	0	0	0	0	0	0	1	0	0	1	2%
Not able to understand customer	0	0	0	0	0	0	0	0	1	0	0	0	1	2%
Inappropriate VI switch	0	2	0	0	0	0	0	0	0	0	0	0	2	4%
Violated Customer Confidentiality	0	0	1	0	0	0	0	0	0	0	0	0	1	2%
Other Complaints	0	0	0	0	0	0	1	0	0	0	0	1	2	4%
Video Quality	0	1	0	2	0	0	1	0	1	0	0	2	7	16%
ASA	2	3	1	1	0	0	0	1	0	0	0	0	8	18%
Bi Lingual services	0	0	0	0	0	0	2	0	0	1	0	1	4	9%
TOTAL	4	8	5	6	1	1	6	3	4	2	0	5	45	

HANDS ON VIDEO RELAY SERVICES

Customer Care Log

June 1, 2004 to May 31, 2005

Ticket: 3134

Ticket Opened: 06/07/04

Customer Comments: I d like to share my concerns about one of these interpreters. I was very disappointed with the interpreter who did not repair her errors. I wish she could check her phone number that she typed --My facial expression showed very confused without sign language. Why did she interpret my facial expression? I did not feel very comfortable for the hearing interpreter to interpret my facial expression without my sign language.

Resolution: Customer Care sent an email to customer asking them to capture VI number next time a problem happens.

Ticket Closed: 06/14/04

Ticket: 3218

Ticket Opened: 06/17/04

Customer Comments: VI 445 Almost every time I called, I spell out my telephone numbers to the interpreter, She gets wrong numbers!

Resolution: VI was provided feedback into their receptive signing skills and encouraged VI to ask customer if information given is not clear, to ask for clarification.

Ticket Closed: 06/21/04

Ticket 3237

Ticket Opened: 06/21/04

Customer Comments: Customer expressed outrage that he had to wait a long time before call was answered.

Resolution: Call Center was experiencing a high volume of calls during the time of the customers call.

Ticket Closed: 07/01/04

Ticket 3263

Ticket Opened: 06/28/04

Customer Comments: what happen VRS not work open line VRS deaf I am remember said open and not open line it not work please check your office please open line VRS.

Resolution: Call center did not experience high traffic volume and Call center ASA was within goal.

Ticket Closed: 07/19/04

Ticket 3289

Ticket Opened: 07/02/04

Customer Comments: I made a call about 10:45 pm, but no respond me. I wonder if Video Interpreters don't work at shift 3? Let me know what happen.

Resolution: Call Center was fully operational and ASA was within goal.

Ticket Closed: 07/19/04

Ticket: 3333

Ticket Opened: 07/08/04

Customer Comments: VI #287 told caller that it was time to switch interpreters. The VI put the hearing person on hold during the switch. The caller felt it was an inappropriate switch in that the VI took too long to switch and left the chair empty while the hearing person was holding.

Resolution: Both VI were re- trained on how to switch during a live call.

Ticket Closed: 07/19/04

Ticket: 3330

Ticket Opened: 07/08/04

Customer Comments: Caller said that he asked for a switch with VI #201 and she seemed to have a bad attitude and said, "What...I just sat down...You want to switch?" The caller informed Supervisor #120 that the reason he asked for a switch is because the VI was wearing a red shirt and it caused her to look dark and green. I didn't want to struggle to see the VI.

Resolution: VI was approached and counseled on communication skills and etiquette with customers.

Ticket Closed: 07/19/04

Ticket 3374

Ticket Opened: 07/15/04

Customer Comments: I want telling you the truth. I try through the interpreter and then I am waiting for the interpreter for a long time. I don't want what happen. So please you help me. I need talk with my friend.

Resolution: Call center was experiencing a high volume of calls during the time of the customers call.

Ticket: 3393

Ticket Opened: 07/21/04

Customer Comments: I was NOT pleased with Vi #271 at all, She broke the rules of interpreting, how?? she assumed who I was and told the caller who i was and telling them my name and stuff without ME SIGNING it at all , I was not happy when the Vi told my name without my permissions and assuming the role themselves

Resolution: VI was counseled and provided feedback that the messaged signed by the caller should only be translated, not information about the caller.

Ticket Closed: 07/29/04

Ticket 3444

Ticket Opened: 07/23/04

Customer Comments: Hello I am deaf.. I cant see the video interpreter and can't see me clear more than typing the messages...

Resolution: Workstation computer and network was tested and determined to be working properly.

Ticket Closed: 07/26/04

Ticket: 3451

Ticket Opened: 07/26/04

Customer Comments: Caller reports that VI289 was "rude and snotty and rolled eyes when asked to slow down." Caller asked VI to sign a bit slower and VI replied "sir, I have to sign what hearing person says." Huffed and rolled eyes. Caller is somewhat "hard of seeing" and has had not other problems with VI's signing a bit slower and larger.

Resolution: VI was provided feedback from customer and informed that the VI that the customers' emotions should be communicated to the person on the other line.

Ticket Closed: 08/11/04

Ticket 3440

Ticket Opened: 07/26/04

Customer Comments: Customer complained they had to wait for a long duration of time before their call was answered by a video interpreter. Customer expressed frustration regarding the long wait time.

Resolution: A high volume of calls were made during the time of customers call.

Ticket Closed: 07/26/04

Ticket 3515

Ticket Opened: 08/04/04

Customer Comments: Customer complained that it was unacceptable to have to wait over three minutes for a video interpreter to answer her call.

Resolution: The customer called during a peak time and was experienced delays in having a video interpreter answer the call.

Ticket Closed: 08/13/04

Ticket: 3551

Ticket Opened: 08/10/04

Customer Comments: Caller indicated that VI # 203 was extremely rude when the call didn't go through she kept repeatedly signing "the phone # is disconnected" over and over again. The caller tried to tell her just hang up. He then asked for a VI switch. Caller said they did not appreciate VI #203's attitude at all.

Resolution: VI was approached and counseled on communication skills and etiquette with customers.

Ticket Closed: 08/11/04

Ticket: 3551

Ticket Opened: 08/13/04

Customer Comments: VI #416 did not do a good job - a really bad job enough for me to go here and type my concern. No facial expressions and her finger spelling were bad too hard to read her spelling, didn't look friendly

Resolution: VI was approached and counseled on communication skills and etiquette with customers.

Ticket Closed: 08/13/04

Ticket: 3613

Ticket Opened: 08/19/04

Customer Comments: I had a bad experience with agent blonde, thin, older, said she supervisor. She would not let me interrupt on call and put hand up and control. She tell me to wait and not say what I sign when I interrupt. Then she wink and smile at me. Why? She does not know me! I was frustrated and mad and she keeps putting up hand and say wait. I was not satisfied. I called back later and nice agent #186 did good job, right way. I interrupt, I say what I want and then hang up fine.

Resolution: VI was provided feedback from customer and counseled on options to address the issue at hand.

Ticket Closed: 08/27/04

Ticket: 3650

Ticket Opened: 08/23/04

Customer Comments: Customer complained that VI#235 was using sidekick when caller came on screen. Caller had to get VI's attention. VI said "oh...sorry...smile...was talking to sweetheart.

Resolution: VI was informed that this is a direct violation of company and FCC policy. Internal steps and course of action were taken.

Ticket Closed: 08/31/04

Ticket: 3754

Ticket Opened: 09/01/04

Customer Comments: Caller reports that her VI appears blurry.

Resolution: Call center network and VI workstation was working normal.

Ticket Closed: 09/14/04

Ticket: 3802

Ticket Opened: 09/07/04

Customer Comments: VI number 157 was showing no patience as I asked her to repeat what time the place opens and close. She made her facial expression like SIGH and told me she already told me already. Her attitude and patience needs to be monitored.

Resolution: Coached VI on the importance of maintaining posture and professionalism time of during call.
Ticket Closed: 09/23/04

Ticket 3789

Ticket Opened: 09/07/04

Customer Comments: Customer informed video interpreter that she is angry that she had to wait over five minutes for a video interpreter to answer her call. She demanded an answer to why it took so long.

Resolution: Call center at the time of call was experiencing calls in the queue.

Ticket Closed: 09/09/04

Ticket: 3826

Ticket Opened: 09/09/04

Customer Comments: I am not pleased with vi#433 at all, The end user has emailed me saying she was terrible interpreter and I agreed with them because She had a very low confidence and kept unsure of what I said and was very slow...she kept asking me to repeat etc. On the end user her voice sounds very confused and very unsure of herself causing total confusion on the end user so she had to email to clarify what we talked about.

Resolution: VI was approached by supervisor and it was determined that procedures were followed.

Ticket Closed: 09/15/04

Ticket 3862

Ticket Opened: 09/14/04

Customer Comments: it have problem with blurry interpreter i cant see interpreter are blurry

Resolution: Call center determined workstation and network was working properly.

Ticket Closed: 09/21/04

Ticket: 3873

Ticket Opened: 09/14/04

Customer Comments: Now, the VI #433 Female. She was assuming the conversation topic and 'terped the subject way off the point. She realized that she misunderstood my spelling. I was stating that my wife expressing her concerns on my dad in law's well-being. During this call, I had to repeat my simple spelling words and she didn't really get what I was saying and relayed the wordings to my dad in law totally different.

Resolution: VI was provided feedback into their receptive signing skills and encouraged VI to ask customer if information given is not clear, to ask for clarification.

Ticket Closed: 09/15/04

Ticket: 4235

Ticket Opened: 10/31/04

Customer Comments: "Interpreter 266 does not match my caller's emotions. The interpreter is too serious looking while my hearing caller is joking with me and I have to keep asking my friend if she is mad."

Resolution: VI was coached and encouraged to balance expressive and verbal signing with customers.

Ticket Closed: 11/02/04

Ticket: 4351

Ticket Opened: 11/15/04

Customer Comments: Claim against VI # 157. Customer complained that VI interrupted VIC caller and told hearing caller that hearing people can't call into the call center. Customer was very upset and explained to the VI that he has done this before and it is possible to have hearing people call in on VIC. Customer already had HOVRS VIC 877-467-4877. Customer thinks VI was not trained in VIC. Customer told Customer Service Dept he would like apology from VI or call center manager.

Resolution: VI was counseled that it is not their role to explain VRS services to person on voice line.

Ticket Closed: 11/18/04

Ticket 4440

Ticket Opened: 12/02/04

Company: HOVRS/HOSLS

Customer Comments: hello, I file to complain, want a person who can read our ASL and speak translation to Spanish with hearing people. Please we want Spanish Translation on this HOVRS. Because all my family speak Spanish. I hope get those soon.

Resolution: HOVRS does not provide Spanish translation. Services are not funded.

Ticket Closed: 12/03/04

Ticket 4511

Ticket Opened: 12/14/04

Customer Comments: Caller said that is problem when they use HOVRS that she had to wait long time and she did not experience this with other VRS and not problem with other services.

Resolution: Call center had calls in the queue that were waiting for answers longer than normal.

Ticket Closed: 12/16/04

Ticket 4527

Ticket Opened: 12/15/04

Customer Comments: Customer inquired and expressed frustration about being able to request a Spanish interpreter to assist her with a call to a Spanish speaking friend.

Resolution: HOVRS does not provide Spanish translation services.

Ticket Closed: 12/17/04

Ticket: 4559

Ticket Opened: 12/20/04

Customer Comments: The terp #408 performed poorly. She assumed what I wanted to call for, she didn't even bother to tell me what I need to know on menu-prompts. She just wanted to wait until the live-operator to assist our call. It is the way the terp taking over my call as I didn't grant her the permission to do so. I just requested a terp switch and got the call through. Just wanted to say, I didn't appreciate the work by Terp #408.

Resolution: Supervisor informed VI that they are required to translate verbatim what the voice recording says.

Ticket Closed: 01/03/05

Ticket: 4583

Ticket Opened: 12/23/04

Customer Comments: Vi#209 was wearing Big gold earrings on both ears and was very distracting when she moves her head, I had asked her to please remove the earrings, and she refused and said she don't move that much and tried to cover her hair around it.

Resolution: Supervisor met with VI and was informed not to wear large size jewelry.

Ticket Closed: 01/06/05

Ticket: 4579

Ticket Opened: 12/23/04

Customer Comments: Customer complained that VI #102 did not know a sign (Thanksgiving), and did not ask for clarification of the sign. Also, the caller did not feel like he could "click" with the interpreter call was not smooth maybe just not a good match.

Resolution: VI was provided feedback into their receptive signing skills and encouraged VI to ask customer if information given is not clear, to ask for clarification.

Ticket Closed: 01/05/05

Ticket 4634

Ticket Opened: 01/03/05

Customer Comments: I let you know I connected up the service and wait and wait and wait for about a hour later and an Video Interpreter to answer. I am requesting, to answer immediately. Or improve answering the Video Relay Service.

Resolution: Call center was not experiencing high volume of calls during the day and network and workstations were working properly.

Ticket Closed: 01/04/05

Ticket: 4659

Ticket Opened: 01/07/05

Customer Comments: "VI 277 did not do what I asked her. She was seated where it was hard for me to see her. I asked her to move her chair or the camera so i could see her better. She told me 'no' and said she was comfortable where she was. I was upset and hung up and called back to talk to a supervisor."

Resolution: Supervisor approached VI and informed that they are required to be in full view for the customer and to adhere to customer visual request.

Ticket Closed: 01/25/05

Ticket: 4708

Ticket Opened: 01/19/05

Customer Comments: Around 3 pm, Terp 455 (I am not sure if that was the right number) was assigned to work on the calls I was making, but to my dismay, she used a few "SEE" sign language and got me misunderstood several times. After I made a request to change the terp, the terp #305 (I think & she is the leading terp at the site at this hour) came and terp'ed my call all over again. Wow, I actually misunderstood the menu options with terp 455. I did ask terp 305 to report the problem I experienced with the terp 455. The question is... how can Hands On have her if she uses SEE sign language on ASL??

Resolution: Supervisor met with VI regarding this issue and encouraged VI to adjust signing style to insure that customers understand them.

Ticket Closed: 01/19/05

Ticket 4791

Ticket Opened: 02/02/05

Customer Comments: Customer complains that VI is blurry.

Resolution: Supervisor assessed the workstation and determined it was working properly.

Ticket Closed: 02/02/05

Ticket: 4887

Ticket Opened: 02/15/05

Customer Comments: Caller, "The VI did not follow my instructions. They wasted my time by introducing HOVRS and then asking for 'bob'. When the VI first came on I said ask for 'Bob'. Period! VI 186 does not follow my instructions. Some of your VIs do and some do not follow my orders.

Resolution: Supervisor reviewed situation with VI and determined that VI followed procedures.

Ticket Closed: 02/17/05

Ticket: 4946

Ticket Opened: 02/24/05

Customer Comments: VI #420 is very disappointing interpreter. He had a hard time with #420. Even his brother told him that she was the worst interpreter he ever had on VRS.

Resolution: VI met with supervisor regarding signing skills. VI was encouraged to participate in RID

development courses and training.

Ticket Closed: 03/02/05

Ticket: 4953

Ticket Opened: 02/25/05

Customer Comments: VI 157 answered a call, and the caller signed "read what I wrote and get me live person". VI processed the call and interpreted the phone tree, which stated the business was closed. The caller blamed the VI. The VI felt the signing style was very abusive towards her.

Resolution: VI met with supervisor and both determined that procedures were appropriately followed.

Ticket Closed: 03/02/05

Ticket: 5003

Ticket Opened: 03/07/05

Customer Comments: VI 410 (F) -- she doesn't know what she is doing??? I wasn't able to see her, and I hang up and hoping that she would call me!! She hung up and left the chat box! I didn't make any calls! Next time she should ask me.

Resolution: Supervisor met with VI regarding this case and determined that procedures were appropriately followed.

Ticket Closed: 03/07/05

Ticket 5085

Ticket Opened: 03/30/05

Customer Comments: Customer had question about Spanish and demanded to know why HOVRS does not provide Spanish services.

Resolution: Hands On does not provide Spanish interpreting services.

Ticket Closed: 03/30/05

Ticket: 5233

Ticket Opened: 05/06/05

Customer Comments: Customer said that VI #460 did not accept customer's suggestion on proper signing such as the phone ringing sign. VI refused to accept suggestion and said that she prefers her way.

Resolution: VI was counseled on the importance of maintaining posture and professionalism when input is provided by customer. Encouraged VI to respond that input is valued and will be considered.

Ticket Closed: 05/11/05

Ticket 5256

Ticket Opened: 05/17/05

Customer Comments: Caller complaining that Dlink is choppy and slow. I see caller with moderate breakup, but caller is understandable.

Resolution: Call center supervisor tested the workstation for internet connection and video quality and determined the station to be working.

Ticket Closed: 05/17/05

Ticket 5264

Ticket Opened: 05/17/05

Customer Comments: Hello! I am complaining about the vrs don't have Spanish agent so, you know that I need to communication with my family cuz they speak SPANISH ONLY! How can I communication with them that's NOT FAIR! I NEED TO KNOW ABOUT THEM... PLEASE suggestion for speak SPANISH TO SPANISH OR SPEAK SPANISH TO ENGLISH...

Resolution: HOVRS does not provide Spanish translation due to funding of service.

Ticket Closed: 05/17/05

Ticket 5272

Ticket Opened: 05/20/05

Customer Comments: Customer complained that they could not see video and that the video interpreter was moving too slow and choppy.

Resolution: Video Station was working properly and network was tested and determined to be in working properly.

Ticket Closed: 05/20/05

Ticket: 5271

Ticket Opened: 05/20/05

Customer Comments: VI#280 and 155. Started with VI #280, caller told VI to hold clearly. VI 280 though caller called her, "bitch". Caller said that it did not say that. Caller clearly said "Hold". Wanted to switch VI and VI refused but then switched to 155 and 155 had rude attitude manner with caller.

Resolution: VI's were counseled to call supervisor if interaction between caller and VI escalates.

Ticket Closed: 05/23/05