

Complaint Tracking for CA (08/01/2004-08/31/2004). Total Customer Contacts: 17

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/02/04	"Agent did not type out answering machine message. They just typed '(ans. mach playing)'. Did not know if wanted to leave a message or not."	08/09/04	Thanked customer. Apologized and told them supervisor would be notified. Went over ans. machine procedures. Agent now understands the mistake.
08/08/04	"2 CA's did not know how to do a two-line VCO call. Both did it wrong. Need more training."	08/15/04	CA 8635F processed calls for the customer. Customer hung up before CA or A/C could respond. Agent was aware of 2 line VCO process when asked how to process this type of call.
08/08/04	"2 CA's did not know how to do a two line VCO call. Both did it wrong. Need more training"	08/11/04	CA 8635F processed calls for the customer. Customer hung up before CA or A/C could respond. Met with agent and coached agent on how to process a 2-line VCO call.
08/10/04	I have very specific requests and told the operator exactly what to do and who to ask for. She dialed the number and typed gender and ga (this was written in her notes to do). How do I know she asked for and announced my call? She misspelled two words also, but corrected herself. I'm not angry, but the supervisor should be informed (explained to her the operator just wanted to get everything correct.)	08/13/04	Thanked customer for feedback. Spoke with this operator. She remembered this call. Coached her on procedures on following customer instructions, observing and honoring all requests in the customer notes, and processing specific person requests, including giving confirmation.
08/11/04	Customer called at 9:57am and requested number to SS office but vulgar 800 number dialed instead. Interrupted CA while in process of call and is requesting immediate credit.	08/12/04	Told customer was unsure of credit but would document about wrong number dialed and apologized for inconvenience. Also explained that a supervisor should have been called at the time of the misdial. Possible routing problem with the original 800 number, which relay no
08/12/04	Caller said he received a call where the background noise was high and when caller asked agent to repeat what he read, the agent refused to repeat saying "agent is not allowed to speak to caller during a call".	08/12/04	Apologized to caller and wrote the complaint. Agent coached
08/14/04	"Customer service keeps hanging up." Said she waits 5 to 10 minutes and then is disconnected.	08/16/04	Told her situation would be forwarded to appropriate personnel. Agent was not in customer service. Agent transferred a customer to customer service. Additionally, the agent did not disconnect any calls on this day.
08/14/04	"Customer service keeps hanging up." Said she waits 5 to 10 minutes and then is disconnected.	08/16/04	Told customer situation would be forwarded to appropriate personnel. Agent was not in customer service on this day. She understands the disconnect policy and had not disconnected any customers on this day.

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08/14/04	"Customer Service keeps hanging up" said she waits 5 to 10 minutes and then is disconnected. I said situation would be forwarded to appropriate personnel. Follow up necessary. Faxed to Independence for follow up.	08/16/04	Agent was not in customer service. Agent transferred a customer to customer service. Additionally, the agent did not disconnect any calls on this day. Agent does not remember any calls with long delays, nor did she experience any technical problems to cause disconnections. Left message on answering machine 12/28.
08/17/04	Customer was attempting to let the CA know that they dialed the wrong number.	08/17/04	Thanked customer for informing me. Agent coached.
08/18/04	CA ASCII user complains they do not receive the holding message when connecting to RCS requested Manager.	08/18/04	OA assisted and we agreed to enter TT and also provided error message instructions, and referred to his PC or Ultratec for further assistance. Apologized for problem Entered TT2007654. Tested ASCII call and problem did not occur.
08/20/04	CA TTY caller complains agent did not follow procedures, which was confusing. Customer notes say not to type background, but agent typed (television). Customer spoke with Supervisor Dora regarding her expectations of relay. Customer did not agree with the supervisor's response. Supervisor verified and acknowledged mistakes and explained relay protocol, apologized for the problem. Customer felt this was rude.	08/31/04	Apologized for the problem and let customer know I will pass this information on to supervisor and manager. Agent coached.
08/20/04	CA TTY caller complains agent did not follow procedures. Customer notes say not to type background but agent typed (television). Customer spoke with Supervisor regarding her expectations of relay. Customer did not agree with supervisor's response. Supervisor verified and acknowledged mistakes and explained relay protocol, apologized for the problem. Customer felt this was rude. Let customer know information would be given to supervisor and manager.	08/31/04	The caller was complaining about the agent and the supervisor attempted to address how relay calls are processed. The caller did not accept the direction. The supervisor followed protocol.
08/21/04	After outbound caller hung up, agent 7942F typed "Person hung up, Thank you for using Sprint SKSK" and hung up. Did not give caller time to ask to redial.	08/21/04	Thanked caller for feedback and sent info in to supervisor. Agent was coached.
08/24/04	Agent dialed out before customer gave 'GA'. Didn't send macro to tell her phone was ringing. Customer only saw Hello GA.	08/30/04	Thanked customer for taking the time to let us know. Spoke with GA about importance of keeping customer informed and get a Team Leader.
08/24/04	Agent hung up on me.	08/24/04	Apologized for inconvenience, said would forward to appropriate center. CA coached on disconnect procedure.

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08/24/04	TTY user very unhappy with use of GA to SK. Customer states they reserve the right to engage with questions until exhausted regardless of how other party sounds ready to sign off. It is ridiculous to have operator use their judgment to decide when it should be used. It is very offensive and can provoke callers to signoff in unfriendly environment.	08/25/04	Advised complaint will be forwarded to supervisor with customer comments. Talked with agent. Agent used GA to SK appropriately. Spoke to this customer and added to notes "Do not use (person hung up)... GA SK" macro. Only use (person hung up) GA.