

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
193383	7/13/2010	10:00:00 AM	EEmail	Service	NA	11030	Accuracy of captions	Customer reported that the captions are sometimes incorrect, causing difficulties for her in understanding the conversation. CSR explained how captions are produced and sent out in whole words. Also explained that when an incorrect word appears, the correct word should appear in brackets shortly after. CSR encouraged her to document specific call dates, times, and CA#s of calls that she finds particularly troublesome.	7/13/2010 10:15:00 AM	within 24 hours	MF
241960	2/28/2011	9:15:00 AM	CapTel	Service	NA	11030	Accuracy of captions	Customer reported a call with word errors that broke her train of thought. CSR apologized for the experience and explained voice recognition sends out whole words for captioned text. If necessary the CA types words they need to insert such as names or words the voice recognition system doesn't recognize. CSR noted corrections or typed text appear in <brackets>. Customer noted inserts were confusing. Customer's feedback was passed on to Call Center personnel.	2/28/2011 9:25:00 AM	within 24 hours	JL
192231	7/7/2010	10:20:00 AM	CapTel	Product	NA	33080	Dialing Issue - Can't dial out in caption mode	Customer stated that he is unable to connect with captions. CSR advised customer to perform a physical reset of the CapTel phone which resolved the customer's experience.	7/13/2010 10:30:00 AM	over 48 hours	KW
236393	2/3/2011	11:05:00 AM	CapTel	Product	NA	0800-33080	Dialing Issue - Can't dial out in caption mode	Customer reported difficulty in dialing out because of timing. CSR sent an over-the-wire software update to customer's unit to adjust and extend the timing window when dialing a phone number.	2/3/2011 11:15:00 AM	within 24 hours	KP
235725	2/2/2011	11:05:00 AM	Phone	Service	NA	11090	Service - General	Caller for customer reported experiencing a longer than normal wait for a captionist. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 11:15:00 AM	within 24 hours	JL
235979	2/2/2011	3:15:00 PM	Phone	Service	NA	11090	Service - General	Customer's daughter called noting inability to place or receive captioned call. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 3:25:00 PM	within 24 hours	MMo
236154	2/2/2011	6:05:00 PM	Phone	Service	NA	11090	Service - General	Customer's daughter reported seeing "Captioning Service is Ringing" when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 6:15:00 PM	within 24 hours	JL
225187	12/20/2010	7:35:00 PM	EEmail	Technical	NA	22990	Technical - General	Customer reported seeing "waiting for CapTel operator". CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed with the customer that everything is working smoothly now.	12/21/2010 4:20:00 PM	within 24 hours	AA
225294	12/20/2010	8:00:00 PM	EEmail	Technical	NA	22990	Technical - General	Customer's daughter reported seeing, "Please wait for the next available agent." CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 9:30:00 AM	within 24 hours	JL