CSDVRS Annual Consumer Complaint Log

June 1, 2010 – May 31, 2009 (218 complaints total)

Date of Complaint	Nature of Complaint	Resolution Date	Explanation of Resolution
6/1/2010	VI concerns	6/21/2010	Customer complained VI displayed apathy in her work. Manager followed up with VI.
6/2/2010	VI concerns	6/21/2010	Customer complained VI switched during call. CS representative explained switches are done to ensure good service.
6/4/2010	VI concerns	6/21/2010	Customer complained VI is rude. Manager followed up with VI.
6/9/2010	VI concerns	6/21/2010	Customer complained VI was rude and prematurely disconnected. Unable to identify VI without an agent number, referred to manager for follow up.
6/10/2010	VI concerns	6/21/2010	Customer complained about VI's facial gestures. Manager followed up with VI.
6/13/2010	Tech Issue	6/13/2010	Customer complained about poor video quality. Referred to tech support.
6/13/2010	VI concerns	6/21/2010	Customer complained about poor signing. Manager followed up with VI.
6/15/2010	VI concerns	6/21/2010	Customer complained VI not accurate. Manager followed up with VI.
6/22/2010	VI concerns	6/24/2010	Customer complained VI was impatient and unfriendly. Manager followed up with VI.
6/22/2010	VI concerns	7/13/2010	Customer complained about VI not signing. Manager followed up with VI.
6/23/2010	VI concerns	6/24/2010	Customer complained VI was impatient and making mistakes. Manager followed up with VI.
6/23/2010	VI concerns	6/24/2010	Customer complained VI was impersonal.

			Manager followed up with VI.
6/24/2010	VI concerns	7/13/2010	Customer requested VI sign in English. Manager followed up with VI.
6/25/2010	VI concerns	7/13/2010	Customer complained VI signed poorly. Manager followed up with VI.
6/25/2010	VI concerns	7/13/2010	Customer complained VI prematurely disconnected. Customer was unable to provide VI identification number, referred to manager for follow up.
6/28/2010	VI concerns	6/28/2010	Customer complained about VI switch during call. Manager explained switches are done to ensure good service.
6/28/2010	VI concerns	7/13/2010	Customer complained about VI translation being incomplete. Manager followed up with VI.
6/30/2010	VI concerns	10/22/2010	Customer complained VI did not dial number and disconnected prematurely. Customer did not provide VI identification number, referred to manager for follow up.
7/1/2010	VI concerns	7/1/2010	Customer complained about VI not signing. Manager spoke with customer, followed up with VI.
7/4/2010	VI concerns	7/6/2010	Customer complained about rude VI. Manager followed up with VI.
7/9/2010	VI concerns	7/9/2010	Manager followed up with VI.
7/9/2010	VI concerns	7/9/2010	Customer complained VI voiced for him unnecessarily. Profile updated to incorporate complaint.
7/10/2010	VI concerns	8/31/2010	Unable to identify VI, referred to manager for follow up.
7/16/2010	VI concerns	8/31/2010	Manager followed up with VI.
7/17/2010	VI concerns	8/31/2010	Manager followed up with VI.
7/19/2010	VI concerns	8/31/2010	Manager followed up with VI.

7/20/2010	VI concerns	8/31/2010	Manager followed up with VI.
7/22/2010	VI concerns	8/31/2010	Manager followed up with VI.
7/24/2010	Tech Issue	8/31/2010	Tech support addressed the issue with VI's station.
7/27/2010	VI concerns	7/27/2010	Customer complained about VI processing pre-recorded call. Manager spoke with the customer.
7/29/2010	VI concerns	8/31/2010	Manager followed up with VI.
8/2/2010	VI concerns	8/31/2010	Manager followed up with VI.
8/2/2010	VI concerns	8/31/2010	Technical glitch was determined to be the cause.
8/2/2010	VI concerns	8/31/2010	Manager followed up with VI.
8/2/2010	VI concerns	8/31/2010	Manager followed up with VI.
8/2/2010	VI concerns	8/31/2010	Referred to manager for follow up.
8/5/2010	VI concerns	8/5/2010	Customer complained about VI's distraction with computer. Manager explained necessity of using computer for customer information.
8/12/2010	VI concerns	8/31/2010	Unable to follow up with VI without name or identification number, referred to manager for follow up.
8/14/2010	VI concerns	8/31/2010	Unable to follow up with VI without name or identification number, referred to manager for follow up.
8/16/2010	VI concerns	8/16/2010	Customer wanted to transfer to VI fluent in Italian. Explained that preferred interpreters are not possible.
8/17/2010	VI concerns	8/31/2010	Asked to remove a VI from rotation, referred to manager for follow up.
8/20/2010	VI concerns	8/31/2010	VI name and number does not match records.
8/20/2010	VI concerns	8/31/2010	Manager followed up with VI.
8/20/2010	VI concerns	8/31/2010	Manager followed up with VI.
8/20/2010	VI concerns	8/31/2010	Unable to confirm or follow up without video mail sample.
8/23/2010	Tech Issue	8/31/2010	Engineering followed up and confirmed the glitch was due to a network issue.

8/23/2010	VI concerns	8/31/2010	Manager followed up with VI.
8/23/2010	Tech Issue	8/31/2010	Unable to verify, technical bug.
8/25/2010	VI concerns	9/6/2010	Referred to manager for follow up.
8/27/2010	VI concerns	8/31/2010	Customer preference passed along to call center manager.
8/29/2010	VI concerns	8/29/2010	Customer complained about rude VI. Unable to provide VI identification number, referred to manager for follow up.
8/29/2010	VI concerns	8/31/2010	Unable to identify VI without name or identification number, referred to manager for follow up.
9/1/2010	VI concerns	9/2/2010	Referred to manager for coaching with VI.
9/2/2010	VI concerns	9/2/2010	Referred to manager for coaching with VI.
9/2/2010	VI concerns	9/4/2010	Customer complained VI prematurely disconnected. Manager verified disconnect was due to technical issues.
9/6/2010	Speed of Answer	9/6/2010	Customer complained she waited three minutes for a VI to answer the phone. Advised her try one more time.
9/7/2010	Tech Issue	9/7/2010	Customer complained about poor image quality. VI confirms freezing and pixelating created environment where VI was unable to see the customer.
9/7/2010	VI concerns	9/7/2010	Referred to manager for coaching with VI.
9/8/2010	VI concerns	9/8/2010	Referred to manager for coaching with VI.
9/9/2010	VI concerns	9/9/2010	Referred to manager for coaching with VI.
9/14/2010	VI concerns	9/15/2010	Referred to manager for coaching with VI.
9/19/2010	VI concerns	9/27/2010	Manager followed up with VI.
9/22/2010	Tech issue	9/22/2010	Referred customer to Sorenson for vp200 problem.

9/23/2010	VI concerns	9/23/2010	Unable to identify VI without identification number, referred to manager for follow up.
9/23/2010	VI concerns	9/27/2010	Referred to manager for coaching with VI.
9/24/2010	VI concerns	9/27/2010	Referred to manager for coaching with VI.
9/26/2010	VI concerns	9/26/2010	Customer complained VI prematurely disconnected. Technical problem, suggested powercycling.
9/28/2010	VI concerns	9/28/2010	Customer complained VI was upset. Explained to customer that VI was relaying upset hearing caller.
10/2/2010	VI concerns	10/2/2010	Referred to manager for coaching with VI.
10/2/2010	VI concerns	10/2/2010	Manager followed up with VI.
10/4/2010	VI concerns	10/22/2010	Referred to manager for follow up.
10/4/2010	VI concerns	10/22/2010	Referred to manager for coaching with VI.
10/4/2010	International calling	10/4/2011	Explained customer FCC rules.
10/5/2010	VI concerns	10/22/2010	Manager followed up with VI.
10/5/2010	VI concerns	10/22/2010	Customer complained about inappropriate VI appearance. VI sent home to correct appearance.
10/6/2010	VI concerns	10/22/2010	Explained that VIs do not prompt callers to make additional calls.
10/7/2010	VI concerns	10/22/2010	Unable to identify VI without identification number, referred to manager for follow up.
10/9/2010	VI concerns	10/22/2010	Unable to identify VI without identification number, referred to manager for follow up.
10/12/2010	VI concerns	10/22/2010	Referred to manager for coaching with VI.
10/13/2010	VI concerns	10/13/2010	Unable to identify VI without identification number, referred to manager for follow up.
10/13/2010	VI concerns	10/22/2010	Referred to manager for coaching with VI.

10/17/2010	VI concerns	10/22/2010	Referred to manager for coaching with VI.
10/18/2010	VI concerns	10/18/2010	Customer complained about VI disconnecting prematurely. Customer was told disconnect caused by server crash.
10/19/2010	VI concerns	10/22/2010	Referred to manager for coaching with VI.
10/20/2010	VI concerns	10/21/2010	Referred to manager for coaching with VI.
10/28/2010	Tech Issue	11/16/2010	Customer complained of disconnection. System was experiencing disconnection issues.
10/30/2010	VI concerns	11/17/2010	Referred to manager for coaching with VI.
11/1/2010	VI concerns	11/1/2010	Customer complained about VI's poor signing. Unable to identify VI without identification number, referred to manager for follow up.
11/1/2010	VI concerns	11/17/2010	Customer complained about poor lighting for VI. Operations group investigated lighting issues.
11/3/2010	VI concerns	11/17/2010	Referred to manager for coaching with VI.
11/3/2010	VI concerns	11/17/2010	Referred to manager for coaching with VI.
11/3/2010	VI concerns	11/17/2010	Referred to manager for coaching with VI.
11/4/2010	VI concerns	11/17/2010	Referred to managers for follow up with VIs.
11/4/2010	VI concerns	11/22/2010	Referred to managers for follow up with VIs.
11/4/2011	VI concerns	11/17/2010	Manager followed up with VI.
11/6/2010	VI concerns	11/22/2010	Referred to manager for coaching with VI.
11/12/2010	VI concerns	11/22/2010	Customer complained VI was tired. Manager followed up with VI
11/14/2010	Tech Issue	11/22/2010	Engineering was informed.
11/14/2010	VI concerns	11/22/2010	Customer complained about VI signing poorly. VI signed correctly, used

			interchangeable sign.
11/17/2010	VI concerns	11/22/2010	Manager followed up with VI.
11/18/2010	VI concerns	11/18/2010	Customer complained about overly rapid fingerspelling. Unable to follow up without VI name or identification number.
11/18/2010	VI concerns	11/18/2010	Customer complained about VI disconnecting prematurely. CS Manager explained disconnects were due to technical issues.
11/27/2010	VI concerns	11/27/2010	Customer complained about rude VI. Unable to identify VI without identification number, referred to manager for follow up.
11/28/2010	VI concerns	12/1/2010	Manager followed up with VI.
11/29/2010	VI concerns	12/1/2010	Manager followed up with VI.
12/1/2010	VI concerns	12/1/2010	Manager followed up with VI.
12/2/2010	VI concerns	1/5/2011	Manager followed up with VI.
12/2/2010	VI concerns	1/19/2011	Unable to identify VI without identification number, referred to manager for follow up.
12/8/2010	VI concerns	1/19/2011	Manager followed up with VI.
12/9/2010	VI concerns	1/19/2011	VIs reminded to move identifier to middle for Ojo customers.
12/9/2010	VI concerns	1/19/2011	Manager followed up with VI.
12/10/2010	VI concerns	1/19/2011	Manager followed up with VI.
12/14/2010	VI concerns	12/30/2010	Referred to DIO.
12/17/2010	VI concerns	1/19/2011	Manager followed up with VI.
12/17/2010	VI concerns	1/19/2011	Manager followed up with VI.
12/19/2010	VI concerns	12/19/2010	Customer complained of noise from VI disrupting call. Unable to identify VI without identification number, referred to manager for follow up.
12/21/2010	VI concerns	1/19/2011	Manager followed up with VI.
12/23/2010	VI concerns	1/19/2011	Manager followed up with VI.
12/23/2010	VI concerns	1/18/2011	Followed up by manager.
12/23/2010	VI concerns	1/19/2011	Manager followed up with VI.

12/27/2010	VI concerns	1/19/2011	Unable to identify VI without identification number, referred to manager for follow up.
12/28/2010	VI concerns	1/19/2011	Followed up by manager.
12/28/2010	VI concerns	1/19/2011	Unable to identify VI without identification number, referred to manager for follow up.
1/6/2011	VI concerns	1/19/2011	Manager followed up with VI.
1/6/2011	VI concerns	1/19/2011	Manager followed up with VI.
1/7/2011	VI concerns	1/7/2011	Customer complained VI prematurely disconnected. Unable to identify VI without identification number, referred to manager for follow up.
1/10/2011	VI concerns	1/19/2011	Manager followed up with VI.
1/10/2011	VI concerns	1/19/2011	Manager followed up with VI.
1/12/2011	VI concerns	1/12/2011	Customer complained VI signed poorly. Unable to identify VI without identification number, referred to manager for follow up.
1/13/2011	VI concerns	1/17/2011	Customer complained about VI quality. Unable to identify VI without identification number, referred to manager for follow up.
1/13/2011	VI concerns	1/19/2011	Referred to manager for coaching with VI.
1/16/2011	VI concerns	1/19/2011	Referred to manager for action with VI.
1/17/2011	VI concerns	1/21/2011	Followed up by manager.
1/18/2011	VI concerns	1/31/2011	Manager followed up with VI.
1/18/2011	VI concerns	1/31/2011	Manager discussed with customer about his experience.
1/21/2011	VI concerns	1/31/2011	Customer wanted transfer to specific VI. Explained to customer about transfer policy.
1/24/2011	VI concerns	1/31/2011	National VI team was coached on this perception.
1/25/2011	VI concerns	1/31/2011	Manager followed up with VI.
1/26/2011	VI concerns	1/26/2011	Customer complained about slow interpreting. Unable to identify VI without

			identification number, referred to manager for follow up.
2/3/2011	VI concerns	2/8/2011	Manager followed up with VI.
2/3/2011	VI concerns	2/8/2011	Unable to identify VI without identification number, referred to manager for follow up.
2/3/2011	VI concerns	2/8/2011	Manager followed up with VI.
2/6/2011	VI concerns	2/8/2011	Manager followed up with VI.
2/8/2011	VI concerns	2/8/2011	Manager followed up with VI.
2/9/2011	VI concerns	2/9/2011	Customer stated VI refused instructions to make call. Unable to identify VI without identification number, referred to manager for follow up.
2/9/2011	VI concerns	2/11/2011	Manager followed up with VI.
2/10/2011	VI concerns	2/11/2011	Manager followed up with VI.
2/10/2011	VI concerns	2/11/2011	Manager followed up with VI.
2/13/2011	VI concerns	2/13/2011	Customer complained about poor VI signing. Unable to identify VI without identification number, referred to manager for follow up.
2/14/2011	VI concerns	2/14/2011	Unable to identify VI without identification number, referred to manager for follow up.
2/16/2011	Tech Issue	2/16/2011	Customer complained about call transfer. Manager followed up on issue.
2/17/2011	VI concerns	2/18/2011	Manager followed up with VI.
2/25/2011	VI concerns	2/28/2011	Customer complained VI prematurely disconnected. Follow up shows technical issues caused the disconnect.
2/26/2011	VI concerns	2/28/2011	Manager followed up with VI.
3/1/2011	VI concerns	3/3/2011	Manager followed up with VI.
3/4/2011	VI concerns	3/4/2011	Customer complained about VI. Unable to identify VI without identification number, referred to manager for follow up.
3/8/2011	VI concerns	3/11/2011	Manager followed up with VI.
3/9/2011	VI concerns	3/11/2011	Manager followed up with VI.

3/9/2011	VI concerns	3/11/2011	Ticket information and video mail sample referred to call center manager for coaching with VI.
3/10/2011	VI concerns	3/11/2011	Manager followed up with VI.
3/13/2011	VI concerns	3/13/2011	Manager followed up.
3/13/2011	VI concerns	3/14/2011	Manager followed up with VI.
3/14/2011	VI concerns	3/14/2011	Manager followed up with VI.
3/16/2011	VI concerns	3/18/2011	Manager followed up.
3/17/2011	VI concerns	3/18/2011	Manager followed up with VI.
3/17/2011	VI concerns	3/18/2011	Manager followed up with VI.
3/21/2011	VI concerns	3/21/2011	Manager followed up with VI.
3/23/2011	VI concerns	3/24/2011	Customer complained about VI signing incorrectly. Follow up identified the issue as one of regional sign differences.
3/25/2011	VI concerns	3/28/2011	Manager followed up with VI.
3/28/2011	VI concerns	3/28/2011	Manager followed up with VI.
3/29/2011	VI concerns	3/31/2011	Manager followed up with VI.
3/31/2011	VI concerns	3/31/2011	Manager followed up with VI.
4/1/2011	VI concerns	4/4/2011	Manager followed up with VI.
4/2/2011	VI concerns	4/4/2011	Manager followed up.
4/3/2011	VI concerns	4/4/2011	Manager followed up with VI.
4/4/2011	VI concerns	4/4/2011	Manager followed up with VI.
4/4/2011	VI concerns	4/4/2011	Referred to appropriate managers for follow up with each VI.
4/8/2011	VI concerns	4/12/2011	Manager followed up with VI.
4/12/2011	VI concerns	4/12/2011	Manager followed up with VI.
4/13/2011	VI concerns	4/13/2011	Manager followed up.
4/14/2011	VI concerns	4/18/2011	Manager followed up with VI.
4/14/2011	VI concerns	4/18/2011	Unable to identify VI without identification number, referred to manager for follow up.
4/15/2011	VI concerns	4/18/2011	Manager followed up with VI.
4/17/2011	VI concerns	4/18/2011	Manager followed up.
4/19/2011	VI concerns	4/19/2011	Customer complained she needed to ask for VI's number excessively. Follow up revealed that VI had window open, making the background overly bright.

4/19/2011	VI concerns	4/19/2011	Manager followed up with VI.
4/19/2011	VI concerns	4/20/2011	Manager followed up with VI.
4/20/2011	VI concerns	4/20/2011	Manager followed up with VI.
4/20/2011	VI concerns	4/20/2011	Manager followed up.
4/20/2011	Speed of Answer	4/20/2011	Customer complained VI took too long to answer. Manager followed up.
4/22/2011	VI concerns	4/25/2011	Manager followed up with VI.
4/23/2011	Tech Issue	4/23/2011	Customer complained multiple calls had not been completed. Customer did not have VI information, problem might have been with center system. Problem did not occur again.
4/26/2011	VI concerns	4/29/2011	Manager followed up with VI.
4/28/2011	VI concerns	4/29/2011	Manager followed up with VI.
4/28/2011	VI concerns	4/28/2011	Customer complained of VI prematurely disconnecting twice. Unable to identify VI without identification number, referred to manager for follow up.
4/28/2011	VI concerns	4/29/2011	Referred manager to coach VI on customer preferences.
4/28/2011	VI concerns	4/29/2011	Manager followed up with VI.
4/29/2011	VI concerns	4/29/2011	Manager followed up with VI.
5/1/2011	VI concerns	5/2/2011	Manager followed up with VI.
5/2/2011	VI concerns	5/2/2011	Manager followed up with VI.
5/5/2011	VI concerns	5/5/2011	Manager followed up with VI.
5/5/2011	VI concerns	5/5/2011	Manager followed up with VI.
5/9/2011	VI concerns	5/10/2011	Manager followed up with VI.
5/10/2011	VI concerns	5/10/2011	Manager followed up with VI.
5/11/2011	VI concerns	5/13/2011	Manager followed up with VI.
5/12/2011	VI concerns	5/13/2011	Manager followed up with VI.
5/13/2011	VI concerns	5/13/2011	Manager followed up with VI.
5/17/2011	VI concerns	5/17/2011	Manager followed up with VI.
5/17/2011	VI concerns	5/18/2011	Manager followed up with VI.
5/18/2011	VI concerns	5/18/2011	Customer complained VI used wrong message. Unable to identify VI without identification number, referred to manager for follow up.

5/18/2011	VI concerns	5/18/2011	Customer complained of poor quality service from VI. Unable to identify VI without identification number, referred to manager for follow up.
5/19/2011	VI concerns	5/20/2011	Manager followed up with VI.
5/23/2011	VI concerns	5/23/2011	Manager followed up with VI.
5/24/2011	VI concerns	5/24/2011	Customer complained VI is rude. Unable to identify VI without identification number, referred to manager for follow up.
5/26/2011	VI concerns	5/27/2011	Manager followed up with VI.
5/26/2011	VI concerns	5/27/2011	Manager followed up with VI.