

VIRGINIA Relay Service

August, 2003

Commendations

TTY August 3, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY August 5, 2003

The customer commended the CA for being helpful.

Category: CA/OPR Related

TTY August 5, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY August 5, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY August 6, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY August 6, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice August 7, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY August 8, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY August 12, 2003

The customer commended the CA for using intonation on his/her call.

Category: CA/OPR Related

TTY August 14, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY August 14, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY August 15, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY August 15, 2003

The customer commended the CA for being helpful.

Category: CA/OPR Related

Voice August 17, 2003

The customer commended the CA for the intonation used during the call.

Category: CA/OPR Related

TTY August 18, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY August 19, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY August 20, 2003

The customer commended the CA for being helpful.

Category: CA/OPR Related

TTY August 20, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY August 22, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY August 25, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY August 25, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY August 27, 2003

The customer commended the CA for being patient and helpful

Category: CA/OPR Related

Voice August 30, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice August 30, 2003

The customer commended the CA for using great intonation during the call.

Category: CA/OPR Related

Complaints

TTY August 12, 2003

The customer complained that the CA did not follow the instructions included in his profile.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: August 13, 2003

Inquiries/Comments

Voice August 2, 2003

The caller asked if relay could provide her with the email address that was given during a relay conversation.

Category: General Information

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Explained that no records are kept of relay conversations.

Contact Closed: August 4, 2003

Voice August 13, 2003

The caller requested a toll restriction be placed on the line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: August 14, 2003

Voice August 13, 2003

The caller wanted to confirm her mother's profile settings.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Obtained the correct information and settings for the profile. Advised the caller we would update profile accordingly.

Contact Closed: August 13, 2003

Voice August 14, 2003

The caller's mother recently received a VCO phone, but has been unable to place relay calls. She wanted to test the phone to make sure it was working

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Assisted the customer with testing the phone. Provided VA relay toll-free number so she could program the number into the phone.

Contact Closed: August 14, 2003

Voice August 14, 2003

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: August 18, 2003

Voice August 19, 2003

The caller had questions about relay.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: August 19, 2003

Voice August 22, 2003

The caller asked how to program 711 into her campus phone system.

Category: Technical Related

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to our technical department for further assistance.

Contact Closed: September 2, 2003

Voice August 26, 2003

The caller needed to conference a deputy and 2 TTY users on the same call, she asked how to accomplish this.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained how to set up and place the call using a conference line.

Contact Closed: August 28, 2003

TTY August 31, 2003

The caller asked how to reach the doctor's office when they have privacy manager on the phone line.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that she could set up a profile to reflect the relay number when placing the calls.

Contact Closed: August 31, 2003