Complaint Tracking for Colorado

September 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4378	09/05/01	3	Customer said agent did not follow her instructions not to type an ans mach recording but only to abbreviate the company name & type GA at the "beep" to leave msg.	09/05/01	I checked the screen and saw that agent followed customer's instructions perfectly and completely w/the abbreviation of the co given to her by the customer.
3006E	09/06/01	3	Customer complained that agent did not process call correctly. The agent was kinda controlling the call. Three different msgs were sent that were wrong. Agent needs to be more professional. Told customer the complaint would be forwarded to the agent's supe.	09/07/01	Trainer addressed agent regarding call. Agent admitted to sending the incorrect macros. Agent was coached on how to correct this. He also explained that he redialed upon the customer's request but forgot to send the redialing macro. Agent was coached on keeping the customer informed and sending the correct macros. This agent is new on floor and will be monitored closely to make sure that he is following procedures.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3007E	09/06/01	24	Customer says "I have used same nbr to call Relay for 8 yrs from work at Sherriffs Dept and now when I call Relay it answers on voice line first." CS asked if his phone line is dedicated to the TDD and he said it is and not going through a switchboard. Customer's ANI showed area code 303 XXX XXXX and CS suggested that there may have been a change in the phone system at work that needs to be investigated and suggested he have their telephone specialist call us. He said he will not have their telephone specialist call us to straighten this out as we suggested. Customer says he will instead use the ATT Relay service and inform his Congress lady at the town mtg w/the deaf. I suggested he contact the CO Relay AM and customer refused nbr and said congresswoman will be in touch.	10/10/01	9/11 no answer 10/3 no answer 10/10 no answer - unable to follow thru.
3027E	09/09/01	17	Customer called regarding a call she placed on 9/8 at approx 5 pm. The agent was rude and refused to answer a direct question. A supe came on line. OB party later told customer that agent had disconnected the call, she, herself had not hung up. Thanked customer for letting CS know about problem.	09/11/01	Checked w/ACU & confirmed that this VCO user did not give the special instructions to agent that she says were ignored and prompted the perception of rudeness.
4386	09/10/01	3	Person complained that many Relay agents are not leaving the msg he types to them before calling an ans mach. They either forget to leave it & redial again or ask him to repeat it. He wants it left the first time.	09/10/01	Apologized to the customer and said I would document the complaint to let our ctrs know.
3036E	09/11/01	17	Agent rude on call to hearing friend. She let IB know about it during call and did not appreciate it. CS thanked customer for letting us know and assured him that we would turn in a complaint so that this issue could be investigated further.	09/12/01	Spoke w/agent & he did not recall any occasion of him being rude, but I told him of the complaint & said that whenever he has to pace or speak as the agent to be pleasant.

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3063E	09/18/01	21	Customer made a call w/agent 4234F and when she dialed the nbr all she typed was ans mach GA. Customer had no way of knowing if the right party was reached. Was wonder is this a new training procedure. CS thanked the customer for letting us know & assured her that there were no new procedures to type only "ans mach GA". Told her I would pass this info on to the call ctr and to mention this to the training dept.	09/19/01	Spoke to CA. She stated that she followed the CDB note and informed the trainer about the procedure. CA performed correct procedure.
4395	09/21/01	4	Agent did not type greeting and did not keep customer informed through transfers & other events.	09/21/01	Apologized to customer for problem & thanked her for the feedback & assured her agent would be spoken with and make sure proper procedures were being followed. Agent was confused because much was happening at once on the call. Coached her on proper procdures and gave her tips for handling those situations.
4395	09/21/01	9			
3078E	09/21/01	21	Agent did not provide agent ID nbr until after being asked several times.	09/24/01	Trainer spoke with the agent regarding this complaint. Agent states that she recalls the VCO user asking for the number but she does not recall the voice caller asking. This is a fairly new agent and she declined to give the outbound party her ID number because she thought it would be breaking transparency. The agent was advised regarding giving her ID number at the start of each call and she is also required to give her ID number when either party (inbound or outbound) request it.

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3085E	09/23/01	1	Customer had difficulties trying to reach DA. CA apologized for inconvenience and provided info customer had been trying to get. Also informed customer that complaint would be documented.	09/25/01	In consulting w/agent, slow response time was due to attempting to apply user's specific instructions to this particular call while properly setting up call upon OB answer. ACU was assisting agent and able to verify that the IB hung up while we were still connected to OB. Relay did not hang up IB.
3085E	09/23/01	4			
3085E	09/23/01	5			
3086E	09/23/01	3	Customer's specific instructions for a call were not followed.	10/08/01	Spoke with CA and CA said that she was confused by the customer's instructions and did make mistakes. But did not hang up on the customer. Customer hung up first.
3086E	09/23/01	5			
3090E	09/24/01	4	Customer was calling family and told agent no need to explain Relay and just say mom is calling. When customer tried to VCO, they got no response. When customer typed voice pls, then call proceeded. At the end of the call, the customer asked agent what happened and requested a supe and agent disconnected call. CS thanked customer for letting us know about issue and assured that complaint would be sent in for further investigation. Also assured her that we would alert the TD to her suggestions of agents need more time in training or at least someone w/them at least 2 wks to monitor their calls.	09/25/01	Spoke w/CA & he is new and had a little trouble at beginning of call, but got it started and then had no problems. At the end of the call, he had an ACU plug in who confirmed that the agent did not hang up on the customer.
3090E	09/24/01	11			

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4399	09/24/01	3	Customer upset that she was not able to leave a complete msg in an ans mach the 1st time. She said agent typed too much of ans mach recording and took too much time away from her ability to leave a msg. She gave him instructions on what to do.	09/24/01	Apologized to customer & said agent would be coached. Coached agent on what to do when asked to ignore recordings & allow voice over capability.
9994	09/24/01	2	Agents are not following CDB notes. This is happening often and wanted to know if notes are still available. The customer notes state do not use hldg macro, just type hldg. Agent used hldg macro.	09/24/01	Spoke w/agent about the importance of reading the CDB notes to avoid any problem in future. The agent stated they were trying to read notes but the customer kept typing GA repeatedly. Sometimes there isn't enough time to read the notes and dial out in a timely fashion, the CDB notes were very long & that's why agent made the mistake. I informed agent that this was inexcusable and that she could continue reading the CDB notes after dialing out and while the phone is ringing. It was determined that the agent was not paying attention. Agent will be closely monitored by QA Dept. to make sure she is following instructions and processing calls properly. Appropriate action will be taken as needed.
9994	09/24/01	3			
3093F	09/25/01	3	VCO reports that her instructions regarding ans mach were not followed. CS apologized for problem and advised complaint would be forwarded.	10/02/01	Spoke w/CA. She was confused w/VCO caller's instructions. Coached CA to ask & clarify before processing call.
3093F	09/25/01	17			

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Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3097E	09/25/01	3	VCO reports that her instructions regarding ans mach were not followed.	09/27/01	Upon speaking w/agent regarding call, she admitted to sending the macro <ans mach playing> then typing "Jensen GA" as instructed by customer. Agent states ths she inadvertently sent the macro by force of habit and attempted to follow the instructions and type "Jensen GA". Agent was coached regarding following customer instruction. Agent will be monitored to make sure she is following the customer instruction at all times.

Complaint Tracking for Colorado

October, 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4406	10/06/01	03	Customer stated she gave CA # to call and instructed CA to ask for a specific person or to just say grandma is calling. CA asked VCO caller to pls repeat #. Customer sent voice macro twice with no response. CA typed again pls repeat number calling to. Customer sent voice macro 4 times. Customer asked CA for supervisor and customer said CA then typed ok one moment then CA hung up on her. I apologized and informed her that the agent would be coached. Customer satisfied with conversation. no follow up needed.	10/13/01	Agent sent voice now macro and then hit the keys to hear the VCO user. VCO user was speaking during the time the macro was being sent across so agent was unable to hear the VCO's voice response. CA understand to make request and just open the bridge instead of sending the voice now macro.
4406	10/06/01	04			
4406	10/06/01	05			
4407	10/06/01	9	Customer complained that this agent did not type the ans mach message at all they just typed (ans mach) (beep) GA. Apologized to the customer that the agent did not follow procedures. Told her someone would coach the agent. Customerwas happy with that.	10/06/01	Coached the agent saying type all recordings unless otherwise told so.

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Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3162E	10/08/01	21	Customer stated that she called a voice friend and they conversed back and forth for a while and then suddenly customer got a lot of garble. Customer kept saying hello are you still there? Finally operator came back on. I did not get a person hung up or anything. I asked for a sup and the assist sup apologized for the agent . She told me that the agent was brand new and just graduated last friday. She said she is a good operator with a lot of potiential and just needs more experience. Customer felt sorry for new opr but did not understand why new opr was not better supported by sups and trainers being with them for coaching when they are brand new. Customer felt that she still needed to report this because there needs to be more support for new agents. CS rep apologized that her call became confusing and thanked her for calling to let us know. Told her this report would be sent to the call center and copied to the AM for follow up on better new training measures that could be provided.	12/20/01	11/27 no answer 12/4 no answer 12/20 left message. 12/20 returned call and pleased that these are resolved.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3166E	10/08/01	4	Customer states that she gave agent 4960M the number to dial and told him toask for customer service. The agent never did tell her when the company answered the phone but just typed (holding to music) then when the customer tried several times to interrupt him with "voice please" the agent never responded. The customer gave him several XXXX's and again there was no response. Finally he answered and the customer told him that she did not understand what he was doing on the call and he proceeded to hang up on the customer. She then called Relay CS to turn in a complaint. CS rep responded by thanking the customer for letting us know and assured her that we would turn in a complaint so that this could be investigated and so agent could receive further coaching.	10/12/01	Talked with agent and he said he followed customer instructions and asked for CS. Agent saw xx's typed and activataed VCO and heard tty tones. Turned off VCO to read type but none appeared. This sequence repeated itself nuntil finally he heard the customer say something in angry tone and then hang up. Agent followed correctr procedure according to agents account.
3166E	10/08/01	11			
3165E	10/08/01	17	Agent dialed wrong number on first try. Customer gave agent specific instructions on how to handle connecting to her bank. Agent did not follow instructions and again had dialed wrong number. Customer gave the number again and instructed agent. Agent typed as instructed, kept customer informed of call progress then typed PERSON HUNG UP. Customer asked agent what he said that they hung up as she makes the call often, agent told her he no longer had the information. When customer tried to question the agent further he hung up on her. Customer is very frustrated with the poor service she is getting from Sprint Relay. CS rep told the customer she understand her frustration and that I would foward her complaint to the agent supervisor.	10/09/01	Agent dialed number provided and waited for live rep, per instructions, when rep answered, agent announced relay and person hung up. Agent did not realize he should have told cust agent had announced relay and person hung up at the time it occurred. Coached him in keeping the customer informed.

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Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3165E	10/08/01	9			
3165E	10/08/01	7			
4409	10/08/01	11	Customer said that the call was very confusing. She said that the agent needs more training. Explained to the customer that this agent just graduated and customer suggested that new people have seasoned agents sit with them for a while	10/08/01	Spoke with the CA and she requested that a buddy sit with her during VCO calls. Today was her 1st day.
3167E	10/09/01	4	Customer placed a CO relay call through agent 9746F. When the hearing party ended the call the agent just typed SKSK after the other partys remarks and did not send the correct macro "person hung up" ga or sk. Customer then kept trying to speak to the agent to place another call or to check and see if the hearing person hung up, but never got a response. Apparently the agent just typed sksk and hung up. CS rep thanked the customer for calling and apologized.	10/10/01	Spoke with the agent regarding this complaint. The agent did recall processing this particular call. Agent states that the VCO user was the outbound party. When the inbound voice customer disconnected, agent typed sksk to the VCO user and waited for the system to disconnect the call. the outboundVCO user wanted the agent to place a call. Agents cannot place calls for the outbound party because when the inbound party disconnects, the system will automatically disconnet the outbound paryt in approx 40 - 60 sec. Agent was informed that she should have sent the person hung up sksk macro then pushed the key to disconnect the call. Agent is now fully aware of the procedure.
3167E	10/09/01	5			

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Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3168E	10/09/01	15	Customer placed a CO relay call through agent 3111M. She says when he reached the other party he just typed "recording playing" and entering info. The only thing she had told him to do was to ask for Lana whens someone did answer. Customer was not sure she had reached the right place since agent did not type the name of the place reached. I thanked the customer for calling. I did explain to her that if the agent types the entier recording to her they would have to redial a second time to reach someone most likely, although I understand that she did not know what place she had reached. She kept trying to get the agents attention by pressing voc pls and xx's and the call got very confusing. I thanked the customer for calling and apologized for the problem.	12/20/01	11/27 no answer 12/4 no answer 12/20 left message 12/20 returned my call and pleased that thesse matters are resolved.
9930	10/09/01	3	TTY customer complained that the agent did not follow instructions. Customer typed redial for live person. Agent typed (ans mach) and did not redial for a live person. Apologized to the customer and informed the tty customer if the line was answered by an answering machine then there was no option for a live person.	10/09/01	Spoke with agent regarding this complaint and agent states that she sent the answering machine macro to inform the customer that it was an answering machine not a recording playing. The agent followed proper procedure in keeping the customer informed.
3193E	10/12/01	25	Caller said she requested agent to dial a number, she received the dialing macro then garble. Two times she asked agent are you there and got no answer. Then agent disconnected. She said she thought there might have been a tech problem but was not sure. CS rep apologized to agent and let her know that I would send the complaint to the AM	12/20/01	11/13 no answer 11/27 no answer 12/4 no answer 12/20 no answer. 12/20 left message 12/20 returned my call satisfied with this report.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1614	10/15/01	21	Customer was upset because they wanted CA to repeat part of conversation after the call had ended. I told them I was sorry but relay policy does not allow the CA to reapt conversation. They would need to ask outbound person to repeat. Caller said it was CA's job to repeat info because they heard it and it was not fair because they ask tty to repeat if it's garbled. TTY was upset and wanted CA to redial and ask person to repeat.	10/15/01	Team Lead explained policy and offered to have CA place a call. Customer eventually accepted new CA to place call to same outbound. When call was completed customer requested sup and stated same concerns. Asked sup to find 1st CA and ask what part of the earlier call was mistyped or garble. TL expressed that I understood her frustration but due to relay policy for confidentiality we did not have any record of past calls nor could we locate the past CA to discuss the past call content. Offered to have an AM contact her for further discussion of policy twice...caller hung up.
3195E	10/15/01	11	Customer requested agent to just type S.T. when Senior Transportation recording had come on line and then give the GA when it was time for customer to leave message. Agent typed ST GA all at once and not as customer requested. Customer wanted agent to space it out during the message then give GA when it was time to leave a message. Customer asked for sup and after explaining to sup what happened sup said this was an unusual request and because it was out of the ordinary it confused the agents until they are explained about it further. Customer didn't think it was such a hard request for the agent. CS rep thanked the customer for letting us know about it. Assured her that we would turn in the complaint and have it checked into further if anything more could be done.	12/20/01	11/13 no answer 11/27 no answer 12/4 no answer 12/20 left message 12/20 returned my call - satisfied and pleased that matters are resolved.

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3200E	10/16/01	29	ATT cell phone customer lives in Wash DC and he is in Colorado now. He is using his cell phone with a Krown pocket speak n read device. When customer calls CO relay the agent gets recording that his Long Distance has been temp disconnected. The number showing on the agent's screen is different than his cell phone. Customer said he called from NY relay last week and was able to place his call with no problem. CS rep apologized to the customer that he is having this problem calling thru CO relay and told him I would pass this info on to resolve the issue.	12/20/01	Could not follow up due to lack of customer info.
3203E	10/16/01	21	Customer called in stating that after she was finished talking to her mother the agent never let her know that her mother had hung up the phone. She asked for sup (Sherri) and told her the problems. Sup told customer that it did show up on the screen that the agent informed the customer that the party had hung up. Customer thought both the agent and sup were covering up. When the customer first came into CS it was ASCII and did not get a response from the customer. The second time finally got a response from the customer and the CS rep told the customer about this situation of what happened and that there might be a problem with the customer's equipment. Customer became very agitated and said that she thought the CS rep was trying to cover up too. she hung up after that.	10/19/01	spoke to CA and the CA did send the macro which the sup saw so therefore the CA did follow procedure.
4420	10/17/01	11	Customer was upset because agent did not hear her when she asked for them to redial. She called the number and got a busy signal and the agent didn't press the key fast enough to hear the customer say redial. Thanked customer for feedback and apologized for the inconvience.	10/19/01	Coached agent on making sure that she is responsive to the macros promptly. Agent was comfortable with my recommendation to have the trainer review the VCO procedure with her.

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Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3219E	10/21/01	3	VCO customer complained that the agent did not follow her instructions on several calls that she placed such as typing out an entire message instead of just typing Wells like the customer instructed. VCO customer is concerned about this agent and thinks they need training. CS rep apologized for problems encountered and advised the complaint would be fowarded to sup	10/22/01	Agent followed procedures on most areas except one and that one agent was coached on to follow instructions more precisely.
4422	10/21/01	3	Customer complained that the agent did not follow her instructions by asking the agent to dial the number and just type the company name and wait for a live person. The agent typed recording playing and started to type Wells when she was interrupted by the customer. She typed Wells and waiting for banker and was interrrupted by the customer again. After the call completed customer asked for sup. Apologized for any difficulty with the call and told her this would be followed up for coaching. Customer satisfied. Thanked customer for her input.	10/23/01	Followed up with agent and found that the agent did the right procedure.
3223E	10/22/01	6	Customer wanted to file a complaint against this agent because she had the worst spelling skills the customers ever seen. They were simple words and clearly not typos. Customer would like to see more training for the agents. CS rep thanked the customer for taking the time to call and let us know and apologized for the frustrations she went through. Told her the report would be sent to the call center where the agent is located.	10/25/01	After reviewing this complaint the agent was blind monitored and it was discovered that this agent does have problems spelling. Appropriate action was taken.

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3225E	10/22/01	4	Customer complained that the agent did not keep her informed when she called her pharmacy she asked that they say her name and can I speak with the pharmacist. The agent only put the ringing and (M) GA. Customer asked if it was the pharmacy and told the agent she should have told her the name of the place she reached. Agent thought that since she was told to ask for the pharmacist that she wanted to be connected right away. Customer asked for sup and waited and waited then discovered she had been hung up on. CS rep apologized that the call was not handled so that she would know that she had reached the correct number, and that the opr disconnected her call, without getting the sup first. Thanked her for letting us know and told her the complaint would be sent to the call center.	10/23/01	Agent admitted that she did not type the outbound person's greeting. Agent received first warning about following relay procedures. Agent also stated that when the customer requested a sup she requested the sup assist. However the sup was assisting another agent. By the time the sup arrived the customer had disconnected. Agent was also coached on the importance of keeping the customer informed. QA will continue to monitor this agent.
3225E	10/22/01	5			
3227F	10/22/01	3	Customer called CS and their type was garbled. When garbling cleared customer asked for different CS rep. Another rep took over and said that all relay agents do not follow her instructions that are in her notes. CS rep thanked the customer for letting us know about this and ler her know in the future if she could get an agent number then we could turn in a complaint so that a sup could investigate the problem further and that without any specific info nothing could be done. It was also mentioned that the customer call into CS was garbled and it was possible that her calls into relay were also garble therefore possibly causing some of the problem. With that the customer hung up on CS rep.	12/20/01	11/13 no answer 11/27 no answer 12/20 10:11a usin Krown tty research porta printer saying she is a manic depressive on meds and can't remember what she was saying. Gave my nbrs if any problems persisted. Explained to get agent # so we can track the problems.

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3229E	10/23/01	21	Customer complaining that the agent broke transparency when both parties were saying their goodbyes the customer said thank you....and thank you agent gask. The customer received Thank you (her name). The customer thought the other person was still on the phone and continued the conversation. No macro was sent informing the customer that the person had hung up. Customer asked for a sup after finding out that the agent said thank you (her name). Sup said the standard line of making sure the CA was coached about procedures and that she apologized for the inconvience. Customer says the sup stuck up for the agent. CS rep told her that she would write this up and foward it to the AZ center and thanked her for calling in.	10/24/01	CA should have sent the macro (you are welcome) SK. But it was seen that the agent remained transparent at the closing of the call.
3238E	10/24/01	3	Customer stated that the agent left their number on the answering machine without their authority to do so. CS rep thanked the customer for calling in to let us know and apologized for this happening. Told the customer that the agent's sup would be made aware of this ASAP and that the agent would be coached for this. Customer thanked me and the call ended.	11/12/01	Coached agent not to leave msg on ans mach unless instructed from VCO user.
3235E	10/24/01	35	Customer was upset that he was billed for long distance charges when he called his wife from out of town. He was told that if he used the 800 number he could call anywhere in the US. CS rep asked him to send in his bill and she would see what she could do but could not promise to be able to take care of it. Customer will send in the bill.	12/20/01	11/15 I requested a copy of his billso I can get a better understanding of what he is trying to tell me. I explained to him that and LD calls will be billed- defaulted to Sprint if not mention his carrier. He understood and said he'll try to fax me the bill. Appreciated the talk. 11/28 no answer 12/4 no answer 12/20 no answer.

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6599	10/26/01	4	Customer was not kept informed when the agent called DA by not letting them know that they were entering info and not typing everything that was said. Apologized for the problem and said I would coach the agent.	10/26/01	Talked with the agent about proper procedure for DA when given all info up front. Gave agent a copy of DA procedural differences.
1614		26			
4223					
4419					
7743	10/26/01	3	Customer asked agent to just type the name of the person on the ans mach so they would know they reached the right person. Agent typed the whole message. Agent then had to redial so that customer could voice their message and this time just typed ans mach and still did not type the name of the person on the ans mach. Told the customer that I would let the sup know and thanked them for the feedback.	10/26/01	Coached agent on following instructions and she will ask the customer to clarify if she doesn't understand the next time.

Complaint Tracking for Colorado

November 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1642	11/01/01	11	Customer states CA didn't type recording but only typed (recording playing) instead. Did a great job on other calls. Great typist customer did tell CA not to type whole recording. Sup told customer CA would be coached on proper procedure.	11/01/01	CA was coached to type name of company on the recording before typing (recording playing) when customer asks to not type "whole" recording.
3265E	11/01/01	3	Customer calls frequently and complains that FL has been a real pain for a long time. Customer was calling to Sears but did not have the nbr so asked the agent to call DA telling agent if they ask you turn it back over to me. Well I never heard back from	11/03/01	Addressed the agent regarding the above complaint. The agent states that he was not sure of how to process a DA call. Did not respond to the customer because he became frantic and vervous and requested a sup assistance and forgot to inform the customer of
3265E	11/01/01	4			
4522	11/03/01	17	Customer called stated agent 9568 was very rude when reading tty user's response. Stated she has been using relay for a long time and states there was no reason for excuse for the agent to be so rude. Said agent was "ugly tempered" and very "bad mannered" Apologized to customer for the problem. Explained it would be followed up on. Customer would like a letter written to her for follow up. Thanked customer for input.	11/07/01	This id number is currently not issued to any agent nor was anyone logged on using this id nbr on the date in question
3279E	11/04/01	3	VCO reports: instructed agent 4114F to call xxx ans mach and to only type four key strokes. Type ST and GA and she would leave her voice message. Agent dialed and typed ringing ringing SR (recording playing_ voice now GA. VCO asked agent if she wa new. Ag	11/05/01	CA followed the callers instructions. CA said VCO caller was angry at the end of the call. She didn't hung up on her.
3279E	11/04/01	5			

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Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4442	11/06/01	26	Customer complained that the msg was garbled constantly. CA 4770F messed up the call.	11/06/01	I apologized to the customer for the inconvenience it may have caused. I identified that the problem was due to Turbo used key stroke now customer read it clearly. Added to customer notes. Plus explained to customer on how to make changes on tty machine.
9962	11/07/01	00	Customer said : Agent 9126M didn't follow up. I typed Hello Ga Hello GA Hello Ga. Then hung up. I apologized to the customer for the inconvenience and told them the agent would be addressed regarding this matter.	11/09/01	Spoke with agent regarding this complaint. The agent states he doesn't remember having any trouble on calls on the day in question. The agent was coached on the importance of answering and responding to calls immediately and to fillout a ca feedback form
3304E	11/08/01	3	Customer was calling an ans mach. Told CA to type ST and GA and she would leave her voice message. Agent got ans mach she just typed GA. When I asked her later after leaving my message why she didn't type as Ihad requested the ST GA. I then asked if I cou	11/03/01	Agent acknowledges she forgot to type ST until it was too late. She realizes the need to follow customer instructions and will try harder.Agent said customer did not ask to speak with a sup and that the customer disconnected the call.
3304E	11/08/01	5			
7283	11/13/01	8	Customer said agent refused to re-read the tty msg. Customer said message was not grammatically correct. When she asked agent to repeat agent continued to type "like a robot" and made no effort to make call smoother. Asked agent for an agent nbr and recei	11/17/01	Discussed complaint with agent. Reviewed correct procedures for voice tone, conversational English and giving agent ID to ensure agent understood correct procedures.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3316E	11/13/01	4	Customer said: I told the opr to call the safeway store and gave the nbr to dial. Agent 4890F typed dialing local call. Then she typed recording playing, she did not type what the recording said or whether or not I had reached Safeway store or anything.	11/15/01	CA 4890f remembered the call very well and customer had given a specific instruction therefore CA did right procedure.
3321E	11/14/01	18	Agent placed a relay call through agent 4895F. An ans mach was reached and the agent only typed (ans mach playing) and did not type what the ans mach greeting said. Customer said she did not know if she had reached the correct place. Customer then asked f	11/15/01	spoke with agent and explained that the ans mach recording must be typed if customer does not give instructions not to type it. She understood and will do so in future.
3323E	11/14/01	3	Customer works at Pizza Hut and received a relay call for an order. The customer was trying to tell the agent that he could not hear what was being said, but the agent kept typing everything, even though he was talking to the agent abou the volume. The a	11/14/01	Could not follow up due to lack of customer info.
3323E	11/14/01	17			
4453	11/16/01	4	Customer complained that CA 4162F asked for # again without any reason given. Customer had no idea whether CA was able to read or not. Apologized to customer for an inconvenience it may have caused.	11/16/01	CA 4162F explained that she missed the nbr due to the call rolling over going into a cycle trying to find which line to drop into. I coached CA to explain a reason (sorry CA missed the nbr pls repeat) customer was satisfied with the solution.
3333E	11/16/01	3	Customer called in stating that she gave the CA the nbr to dial and the instructions that if an ans mach is reached to type just the first two words then give her the GA so that she can leave a message. The CA typed the entire recording. Customer then ask	11/16/01	After taking the complaint I spoke with the agent. The agent states that she thought she should always type the recording even if the customer says not to. I informed the agent that she should always pay attention and follow the customer's instructions as
3333E	11/16/01	18			

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3378E	11/18/01	9	Agent reached an ans mach and just typed ans mach ga. Agent did not type everything heard on the ans mach message and caller did not know what nbr she had reached. I apologized to caller for the problem and let her know I would file the complaint.	11/29/01	Addressed agent regarding this complaint. She states that she does not remember processing this paarticular call. The agent was able to demonstrate all the steps to follow when processing and answering machine call. The procedure was reiterated to the agent. The QA dept will closely monitor the agent to ensure that procedures are being followed.
3376E	11/18/01	9	Agent reached an ans mach and just typed ans mach ga. Agent did not type everything heard on the ans mach message and caller did not know what nbr she had reached. I apologized to caller for the problem and let her know I would file the complaint.	11/30/01	Coached CA on typing complete ans mach msg unless instructed otherwise by customer.
3342E	11/19/01	4	Customer called in stating that she was placing a call to a company. The call itself went very well, at the end of the call the company rep said thank you. Customer responded thank you have a nice day gask. The rep again replied thank you. Customer said y	11/20/01	CA said she may have sent a ur welcome macro by mistake confusing the customer. Reviewed correct call closure.
3342E	11/19/01	9			
4461	11/20/01	9	Customer complained that agent did not type the name of the company from the recording when the outbound line was connected. Sup observed on the screen agent had begun to type the recorded msg but the customer had interrupted with x's. Live person picked	11/20/01	Customer was not satisfied, but said she does not want follow up contact. Sup observations and follow up discussion with agent led to sup's conclusion that agent followed correct procedure.
3351E	11/21/01	4	Customer reports that the agent dialed the nbr provided. After it rang a couple of times the agent typed, "recording playing" then a pause followed by let me get xxx for you. The customer is upset that the agent did not follow procedure for recordings by	11/27/01	CA did right procedure since there was an instruction given. I coached CA to keep customer informed by adding macro that CA was asking for a person. In addition I coached CA not to offer to get a sup since customer may feel uncomfortable.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3351E	11/21/01	9			
3351E	11/21/01	15			
3354E	11/21/01	25	Customer contacted relay CS due to a problem on of his wirelss customers is experiencing with relay service. He reports that he called from xxx xxx xxxx and go agent 9631 and asked to dial a pager number xxx xxx xxxx. He received a recording that said the	12/20/01	Techs get recording that the number reached is not in service and check the number again. Tried to again to no avail. Tech already called the customer to call his LEC about it.
4463	11/21/01	3	CO VCO user frustrated at 2 agents. After giving agent 9231F a number to dial the agent dialed and after the person answered agent only typed your message left, twice, no live greeting was typed and the outbound hung up. User requested to redial but no re	12/18/01	Couldn't follow up with customer because of lack of info.
4463	11/21/01	5			
3360E	11/23/01	29	When dialing 711 in Colorado person has excessive waiting periods and sometimes does not get connected at all. Assured customer that a TT would be done. 04533500 to investigate the problem.	12/20/01	The tech asked the customer to contact the LEC to resolve this matter. Am tried to call 3 times and no answer on all of them.
6664	11/24/01	4	Agent's screen"jumped" and disconnected the LD call. Per customer request agent called opr or immediate credit. Agent did not keep customer informed that agent calling Sprint opr. Said agent did not understand English and was rude and told he will let agent's sup know. Thanked customer for feedback.	11/24/01	Coached agent on keeping customer informed on progress of call.
6664	11/24/01	17			
4466	11/26/01	3	Customer complained that she needs to call the school and CA 4899 didn't process her call.	11/26/01	I apologized for an inconvenience it may have caused. I explained that CA 4899M did a right procedure. There was a recording that Sprint LD is not in service. She would need to give alternate # COC to bill since she was calling from a business. She was st

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3377E	11/28/01	11	The agents are starting to not type the recordings when I call to an 800 number. I asked to speak to xxxx in the insurance dept and instead of the agent letting me know what company we reached, and typing to me the recorded message she typed " recording"	12/04/01	Talked to agent regarding customer instructions and relay call processing procedures.
12000	11/28/01	8	Caller said that there was a pause nd then agent came on line, introduced himself and was robotic. Cut off and unacceptable unlike the agnet who started the call. When the agent requested my assistance, I asked the caller to be more specific about what the agent did. She kept rambling about problems in her life and when I asked her again to give me specifics about the agent she began to use abusive language. I advised her that the call would be disconnected if she continued to be abusive, she continued, I then disconnected.	11/28/01	Immediately after the call I spoke with agent regarding the complaint. The agent states that the customer became angry when they switched agents and when he attempted to pace her because she was speaking too fast. The agent states that he then requested a sup because the voice user began to yell and curse. The agent followed proper procedure, requesting a sup when the customer became irate, however the agent was coached on voice tone, relaying with expression, and conversational flow. This agent will be monitored by the QA dept to make sure he is providing quality service.
3387E	11/30/01	3	Customer called in stating that she gave the CA specific instructions if an ans mach was reached to just type the names so that I would know that I reached the right party and could leave a message. The CA typed (m) (ans mach) ga. Customer asked her why	12/04/01	talked to agent regaring customer instructions and sprint call processing procedures.

Complaint Tracking for Colorado

December 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3405E	12/04/01	3	Caller complained that agent did not follow her instructions. She said she asked the agent not to type the full ans mach messsage and agent did it anyway, twice. I apologized for the problem and let her know that I would file the complaint.	12/05/01	spoke with agent regarding this call. The agent states that the customer did not inform her at the beginning of the call that she did not want her to type the ans mach message. After placing the first call the agent was then instructed to redial and allow her to leave her own voice message. The agent proceeded to redial and allowed the customer to leave her own voice message, after leaving the message the customer began to complaint about the way her call was processed. The agent was coached on the proper procedure for processing ans mach calls and following the customer's instructions. Agent will be closely monitored by the QA dept to make sure all procedures are being followed.
3426E	12/07/01	29	Customer stated that they can't reach 711 from their nbr and they tried 5 different times. RCS rep: Apologized and assured that we would send in a TT on the problem # 04594759	02/06/02	Technician was unable to duplicate problem. Advised customer that their LEC would need to be contacted as this is a new Sprint Contact.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3419E	12/07/01	11	Customer stated that when we redialed to my calling nbr agent 6199F didn't even let me know if that person could hear me. It was an important call to the internet tech support and I got no response from this agent for a long long time. I tried to interrupt the agent several times and just get her to answer me. RCS response: Apologized for the inconvenience and frustration that the customer incurred and let her know that we would turn in a complaint on the problem so that it could be investigated further. Thanked her for letting us know.	12/17/02	Coached agent on call porcess. 1/4 - called customer no answer; 1/25 - called customer no answer; 2/6 - no answer- closed due to the inability to reach the customer.
3420E	12/07/01	4	When calling my DR's office this agent did not type to me who we had reached - she just typed recording playing then holding (f). I don't like it when the agents don't let me know for sure that I have reached the right phone nbr. It seems that more and more agents are taking this short cut and not typing the name of the company reached. Please pass this on to training dept to have them look into this. RCS response: Thanked the customer for letting us know and assured her that we would turn this in for further investigation and would also pass it on to the training dept.	12/07/01	agent said this customer asked agent to get a live person, so agent did not type recording msg per relay procedure. Agent followed correct procedures.
3426E	12/08/01	5	TTY user said my brother called thru agent 9617 and the last letter was an L not M or F and my brother asked me a very short question, and while I was answering him it became apparent that the agent cut us off I called my brother back, actually he called me back, hewas not on a cell phone, he was at home and he had no idea the agent had cut us off and never heard my reply, so wanted to report this. Apologized for the problem and advised complaint would be forwarded to sup.	12/12/01	After reviewing this complaint and speaking to the agent, she stated that she was not working on the date of this complaint. Reviewed the agent profile reports for the above date, discovered that no one logged on using id 9617 on that date.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3429E	12/10/01	4	VCO reports that agent 4325F didn't process call correctly. At the end of long call to dr office the agent typed "talk to u later GA" and vco spoke hello hello but agent didn't respond for a long time then agent typed hello ga. VCO advised agent she didn't know if the person was still on the line or if they hung up. Agent did not respond. VCO requested to make another call. Agent dialed and typed recording ga. VCO did not know who was reached or any info about recording. Apologized for the problem and advised the complaint would be forwarded to managment. Also complained that the agent didn't follow her other instructions and not sending right macros.	12/18/01	Spoke to CA. She didn't recall that call. Coached CA to type the name of the recording to keep VCO caller informed. CA heard a click and thought the line was disconnected. CA coached to clarify the greeting from outbound caller.
4481					
3433E	12/12/01	3	Customer called to report many typos and agent taking control of her call. She asked the agent to dial nbr and told the agent to only type the name of the hospital when it was answered. The agent typed the gender of the party that answered and then typed in ( ) getting dept and it went on from there. The typing the customer received after that point was very confusing. There seemed to be a voice person answer, then there was a typed out ans mach message and the machine hung up before the customer had time to say anything. The customer advised the agent before dialing out that if ans mach was reached she did not want to leave a message and not to type the message to her. I apologized for the typing errors and overall communication breakdown the customer experienced with her call. I told he I would document her complaint and forward it to the call center where the agent is located for coaching with a sup.	12/17/01	Spoke with CA. Instructed her on proper procedure when given info and following customer instruction.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3433E	12/12/01	7			
4489	12/20/01	3	Customer said this agent did not follow her instructions.	12/20/01	Apologized to customer for agent's confusion. Told her agent did not understand instructions and that I would coach the agent and document the complaint. The customer was satisfied.
3466E	12/22/01	3	VCO reports that she provided calling to nbr and advised she was calling to xxxx but if ans mach was reached to type MCC only. Not to type all of ans mach. Agent called and reached ans mach and typed and mach playing. VCO asked agent why she didn't type mcc as requested and also told agent she didn't know what ans mach was reached because agent only typed ans mach playing. Agent typed to vco when you make specific request we are trained to handle these calls differently and that is why you received this info. VCO complained that agent did not follow her specific instructions and the agent is in error regarding the processing of specific instructions. Advised complaint would be forwarded to management and apologized for problem.	04/15/02	CA said VCO did say to type MCC when connected with outbound. CA said she typed (recording playing for MCC) then VCO wanted CA to let her know when msg was over so she could voice her msg so CA typed (ans. Mach playing). Then VCO left msg and told CA why didn't she type out ans. mach that she reached. CA did type out MCC as instructed, did not type ans. mach recording because customer said not to. Customer hung up before supervisor could get there. CA said was following instructions and keeping customer informed and would continue to do so and get TL.
3685	12/28/01	9	Voice person uses relay all the time and has never had this happen before. Customer said agent typed like a robot. And when voice person asked for clarifiation of letters by asking A like apple the agent typed that back to the deaf person. Customer says that confuses everyone all around. I explained to the customer that we are here to act as live telephone wire and are trained to type everything heard. She hopes that can be changed. I told the customer that I would be sure to put her request in a complaint. customer thanked me and I thanked her as well.	12/28/01	Agent relayed everything heard and followed correct procedure.