

Activity: Resolve and Set Expectations

Resolve and Set Expectations

Summary This activity provides an opportunity to practice using My CSP to set proper expectations, and to ensure the customer knows what to expect as a result of the changes made to their account.

Objective Use My CSP to ensure Participants set proper expectations.

Time Allow **30 minutes** to complete this activity.

Resources

- My CSP-Customer Solution Center-Account/Changes-Number Changes
- My CSP- Customer Solution Center -Equipment Support>Returns/Exchanges
- My CSP- Customer Solution Center -Account-Changes-Do Not Call/Solicit

Preparation

- Be prepared to discuss the expectations that must be set for each scenario.
- Make sure everyone has access to My CSP.

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Activity

Step	Action
1	Divide class into groups of 2 or 3.
2	Advise participants to take turns in the roles of customer, representative and observer, alternating at the end of each scenario.
3	Advise the participants of their responsibilities in each role: <ul style="list-style-type: none">• Participants in the role of the customer are to explain the reason they are contacting Customer Service.• Participants in the role of the Representative are to use My CSP to provide the appropriate expectations as though they were able to assist the customer with their request.• Participants in the role of the observer are to take notes to provide feed back after the scenarios is over
4	Read the scenario to the participants and provide them with 5 mins to complete it in their group.
5	Advise the participants to take 2 mins to discuss how the scenario went with the observer providing feedback based on notes taken.
6	Repeat steps 4 and 5 until all scenarios are completed.

Scenario 1 The customer would like a new wireless number. They are staying within the same AT&T market. This is not a relocation.

Scenario 2 The customer's phone was lost and would like to suspend service until the phone is found.

Scenario 3 The customer would like to stop receiving calls from telemarketers on their wireless device and is requesting to be placed on the National Do Not Call list.

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Debrief

Debrief the activity with the class.

Step	Action
1	Share responses: <ul style="list-style-type: none">• What Participants thought about the Resolve and Set Expectations activity?• What Participants found easy to complete• What Participants found difficult to complete
2	Interpret: Determine the main point of the demonstration
3	Generalize: <ul style="list-style-type: none">• Some of the best practices discovered• Any patterns that we observed
4	Outcome: What they plan to do as a result of this activity

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Change History

Date	Change/Revision	Designer
8/14/13	Updated LS logo	K. Blankenship
