



Agent Answer Center Scavenger Hunt

**Greenlight ID #5021
Proficiency Practice
Activity Workbook**

Version 1.4
Updated: July 16th, 2012



Agent Answer Center Scavenger Hunt

Review Prior Knowledge – Specific Topic

- We have learned about our knowledge management system, Agent Answer Center, and the basic layout. This activity provides additional opportunities to become more familiar with using the system

Activity Overview

- Utilize the knowledge management system (Agent Answer Center) to answer the following questions.
- The questions are categorized into the following 8 areas:
 - General Info
 - Account Info
 - Programming
 - Equipment
 - Technical
 - Billing
 - Shoppers & Promotions
 - Escalations & Transfers

Access this activity when directed by your facilitator, and whenever you have free time during class.

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General Info

1. What is the latest update in “What’s New”?
2. Approximately how many days do “What’s New” entries go back?
3. What collection agency has the phone number (866) 352-0472?
4. When do I need to verify the address and password on a customer’s account?
5. Can RV, Boat, or Big Rig customers receive local channels?
6. If a customer with a VZN account type calls in to have their services reinstated, would you reinstate their programming for them? How would you handle the call?
7. If a Verizon CSR calls on behalf of a customer to have the customer’s services reinstated, how would you handle the call?
8. Do we offer DIRECTV in Hawaii?
9. “Can you give me the phone number for the manufacturer Mitsubishi?”
10. In Symbols and Abbreviations, what does the abbreviation MV mean?

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11. In Symbols and Abbreviations, what does the abbreviation AL mean?
12. List what self service options are available on DIRECTV.com for a customer using a computer.
13. “My husband just passed away. I would like to change the name on the account to mine. Can I do that?”
14. Why is it important to leave comments on every account?
15. If a customer wants to know the location of the center you are working at, what can you tell them?
16. List two tips to help you reduce your handle time:
17. In the glossary, what is a callback?
18. In the glossary, what is IPPV?
19. In the glossary, what is OPPV?
20. What is “Operations Central”?

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21. List a few of the steps that you do when Rio is slower than five seconds between screens.

22. What should you do if you suspect a residential account is being used for commercial use, even if the customer doesn't admit it outright?

Account Info

23. What is the account status CTOF?

24. Where do you place a P.O. Box address on a customer's account?

25. What is the status COLL?

26. What is the description of the account type PCR?

27. What is the description of the account type PCO?

28. What is the description of the account type DTV?

29. What is the description of the account type RSH?

30. What is the description of the account type SMU?

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Programming

31. Which Quick Link would you use to discover what channel Fox News Channel is on? What Channel is Fox News Channel?

32. Which Quick Link would you use to compare two DIRECTV packages?

33. What are the Call Letters for Telefe?

34. How much is Choice? How many channels do I get?

Does this package include Boomerang and The Hub?

What package would I have to get that would include these two channels?

35. What is the price difference between Choice and Choice XTRA?

36. What is the price difference between Choice and Choice Ultimate?

Is there a difference in the number of channels customers receive?

37. We organize channels into "neighborhoods". What "neighborhood" can you find Entertainment and Arts?

38. What channels are offered from 500-559?

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39. What is the price difference between Choice XTRA and Premier? What additional channels do I get with Premier?

40. If I wanted to add HBO and Starz! premium service packages to my account, how much would I pay for those two? How much more would a third premium service package cost per month?

41. How many channels do I get with the HBO premium service package?

42. What would be my total cost if I got Choice, HBO and Showtime with one receiver?

43. What would be my total cost if I got Choice, Starz and the Sports Pack on three receivers? (Hint: Be sure to do step 1 on the package select tool)

44. How many local channels will I receive if my zip code is 10045?

45. Which tool can be used to help re-sell the value of premium services?

46. List five Public Interest Channels:

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47. "I don't like the idea that someone can order adult programming in my house. Why don't you get rid of all that programming?" How should you respond to a customer who complains about adult programming?

48. What pay per view events are coming up this month? (Write down the one closest to today's date.)

49. What channels are included in the HD Extra Pack?

50. How many seasonal sports subscriptions does DIRECTV offer? What are they?

51. Are sports subscriptions refundable after the season has started?

52. Can sports subscriptions be transferred from one account to another?

53. Why do blackouts occur?

54. My zip code is 77519. What in-market regional sports network (RSN) will I get if I subscribe to Choice?

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55. My zip code is 45126. What in-market regional sports network (RSN) will I get? What in-market professional teams will I get to see if I subscribe to Choice?
56. My zip code is 12548. What in-market regional sports networks (RSNs) will I get if I subscribe to Choice Xtra?
57. My zip code is 83702. Will I be able to see the Portland Trailblazers on my local RSN? What professional teams will I get to see if I subscribe to Choice only (no Sports Pack)?

What additional RSN can I view if I add the Sports Pack?

58. What is the name of the Philadelphia area RSN?
59. Name two professional teams that have no assigned RSN.

What do you tell in-market customers to do to find the team's game?

What do you do with out of market customers?

60. Does my seasonal sports subscription (any) include pre-season games?
61. If a customer asks about sports schedules, where would you go in Agent Answer Center to help them?
Where would you refer them?

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62. Can I just get the NFL Sunday Ticket without having a base package?

63. New Orleans Saints is a team in what sport?

64. Saint Louis Cardinals is a team in what sport?

65. Columbus Crew is a team in what sport?

66. Memphis Grizzlies is a team in what sport?

67. Philadelphia Flyers is a team in what sport?

68. What type of programming is JadeWorld? What satellite is it broadcasted from?

69. Which tool would you access to help a customer find a specific game?

70. What are the first two steps to helping a customer locate his/her game?

Equipment

71. What are the consequences if a customer does not activate their account/receiver within 30 days of installation?

72. How would you handle the call if a customer with a PCR account type wants to buy his/her equipment?

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73. What is the DIRECTV Protection Plan? What does it cover? How much is it per month?
74. When did DIRECTV start leasing equipment?
75. What is the fee to replace a lost or damaged access card?
76. “It has been three days since I ordered my access card and it still hasn’t arrived. Where is it?” How would you help this customer?
77. If the customer objects to the charge for the new access card, what is some information you can provide the customer to explain the \$20 charge?
78. What does the access card status PEND mean?
79. What is a RID number? What does it do?
80. What are the six sizes of dishes?
81. List some of the basic hardware requirements to receive DIRECTV programming.

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82. “Why do I need a phone line or internet connection to my receiver anyway?”

83. I lost my owner’s manual, where can I find a new one?

84. List the cost per receiver (standard and advanced) for existing lease customers.

85. What is the equipment non-return fee for customers who do not return their leased equipment (standard and advanced receivers)?

86. What is the agreement period for a standard leased receiver or leased advanced product that was activated between October 17, 2007 and March 3, 2009?

87. What is a Single Wire Multiswitch (SWiM)?

88. How can you offer the drop-ship option when processing an Upgrade (DNIS 0099) order?

89. Where is the location of the access card for an RCA receiver, model Number DRD420RE?

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Technical

90. What is the definition of the error message, “A Serious Error has occurred?”
What will you need to do if you get this message?

91. How is a reset done on a Hughes HBH-SA?

92. If a customer calls to report theft or personal injury, would we process a damage claim?

For what types of damages would it be appropriate to submit a damage claim?

93. Under Multi-Install Tips, what is the first thing customers should check if they cannot see programming after we have activated the account?

94. List what is included in a professional installation:

95. How much do customers pay for service calls if they do not subscribe to the Protection Plan?

96. What is the cause of the OSD 900-HDCP?

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97. What is “Screen Burn”?

98. What should we tell customers who call in regarding screen burn?

99. When is it appropriate to refer an HSP or technician to ISS (Installer Support Services)?

100. Which Quick Link would you use to activate an account?

Billing

101. Do all states charge taxes for satellite service?

102. List three examples of tax exempt entities:

103. “Where do I send my payment?” The customer’s zip code begins with 9. What address do you give them?

104. When granting credit you should comment the account with what information?

105. Do you include tax in the calculation when you credit an account?

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106. If you are trying to issue credit to an account and you have reached your credit limit, what should you do?

107. “What is this Minimum Service package on my bill?”

108. What is the mirroring fee for PCR accounts?

109. How long is the DIRECTV billing cycle?

110. What adjustment (credit) code do you use when a customer loses programming due to a problem from DIRECTV or local conditions (i.e. weather)?

111. What is adjustment (credit) code 6100? List why you would use this code?

112. What types of payment methods does DIRECTV offer?

113. Can a customer overnight mail a payment to DIRECTV? If so, what must we inform them?

114. What is PayXchange (IPP)?

115. A customer calls to dispute charges on his/her statement. After researching the account you determine that the charges are for leased equipment that was not returned to DIRECTV. Which tool would be used to assist the customer regarding these charges?

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Shoppers & Promotions

116. What advantages does DIRECTV have over Cable?
117. What advantages does DIRECTV have over DISH Network?
118. When comparing DIRECTV vs. competition, what are some of the advantages of the DIRECTV DVR vs. the Comcast DVR?
119. What are some advantages of the DIRECTV DVR vs. Dish Network's DVR?
120. List some of the resolution offers for Non-CRG agents.
121. An existing customer wants to upgrade their equipment, what offers are available to them (assuming they are not eligible for any discounted promotions)?
122. What is the current Friends and Family Offer for new customers? Who is eligible for this offer?
123. What is the current Refer a Friend Customer Referral Program Offer for new customers?

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124. Which tool would be used to determine how to assist a customer who wishes to sign up for phone and/or internet service with DIRECTV or a partner?

Escalations & Transfers

125. Which department would assist a customer if they claim that an installer damaged their home or property?
126. If a customer calls in because they would like to relocate an existing receiver to another room, who can handle the call?
127. When do you transfer a customer to the Customer Retention Group (CRG)?
128. When do you transfer a customer to the Premium Save Team (PST)?
129. When would it be appropriate to transfer a customer to the Third Party Verification (TPV)?
130. Would your call type transfer to TPV?
131. Why is it important for DIRECTV to transfer customers to TPV?

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132. If a customer calls in regarding a technical issue and you notice that they subscribe to the Protection Plan, who do you transfer the customer to?
133. What is the process to transfer your customer to another department?
134. What are the procedures if a customer asks to put you on hold?
135. When is it appropriate to use “*8” transfers?
136. If a call is dropped mid-call or if nothing is heard on the other end when picking up, what is the first think you should do?
137. Which Quick Link takes you to a list of numbers to transfer a call if the Rio phone bar is not accessible?
138. When would you transfer a customer to DIRECTV.com Self Service (E-bill)?

directv.com Website

Access *directv.com* to answer the following questions.

139. List what programming information can be found within the “Premiums” link other than HBO, Starz!, Showtime, Cinemax and Sports Pack information.

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140. Where can you find a list of HD channels that DIRECTV offers?

141. Can customers find information regarding Blackouts on directv.com? If so, where would you direct them?

142. According to DIRECTV.com, how many International Language packages does DIRECTV offer?

143. What exclusive programs does DIRECTV offer on the Audience Network?

144. What is DVR Scheduler?

145. The nomad app is available on which devices?

146. What categories are available to search for DIRECTV on Demand?

147. Once a customer has selected the Get DIRECTV option, what is the first thing they must do to get DIRECTV service?

