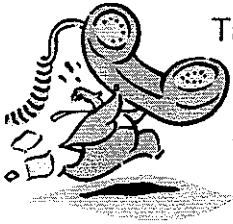




## TAKE-BACK AND TRANSFER OPTION



Take-back and Transfer is an option that is available for Customer Service Representatives at Dixie Sales to use if they are unable to resolve a technical problem at the Tier One level. These calls may be transferred back to the Cleveland Call Center during normal business hours (Monday through Friday, 8:00 a.m. to 5:00 p.m. eastern standard time).

### Guidelines for Using Take-back and Transfer:

- Transfer the call during normal business hours only. No one will be available to take the call before 8:00 a.m. or after 5:00 p.m. eastern standard time.
- This option is available for Technical calls only.



### Instructions for Using Take-back and Transfer:

- CSR will inform the customer that he or she is transferring the call to another site for more support or help with the customer's issue.
- CSR will state to the customer that the customer will hear two touch-tones as the call is being transferred.
- CSR will dial \* 8 then 866-239-5229 (wait for answer) \* 2.
- The CSR will wait for the CSR at MTD to answer. Dixie Sales CSR will state who they are and explain the problem to the MTD Call Center CSR. The Dixie Sales CSR will then press \*2 and hang up. Once the Dixie Sales CSR hangs up the customer and the MTD CSR will be connected.
- There is no need for the CSR to press any transfer buttons. The CSR dials the \*8, which is the code to Sprint which will take the call back transfer the call based on the digits the CSR enters. The CSR enters the toll free number 866-239-5229, talks to the MTD CSR, then presses \*2. The \*2 completes the transfer.

### Instructions for Canceling Transfer:

- In the event a Dixie Sales CSR attempts to transfer a call to MTD and gets a busy tone or ring no answer, the transfer can be cancelled by pressing \*3. This will cancel the transfer attempt and reconnect the caller with Dixie Sales.
- In the event a Dixie Sales CSR attempts to transfer a call to MTD and is put into a queue with a long hold time, the Dixie CSR can toggle back and forth between the caller and the MTD queue, by pressing \*9. The Dixie CSR can then ask the Customer if they would like to wait or hang up and try again later. If the customer would like to wait, the Dixie CSR can then press \*2 to transfer the call, then hang up.