

Customer check-up call Chat Map



Please use this document to help uncover the nature of the customer's issue.

Remember you have access to the:

- 4G network portal - <http://o2.co.uk/business/products/connectivity/4g-network>
- Coverage checker - <http://www.o2.co.uk/coveragechecker>
- Partner network fault portal - <http://status.o2.co.uk/>

Solutions:

- Ability to order boost box
- TuGo
- Ability to recommend the My Network app
- Ability to further investigate enhanced coverage solutions via the O2 CBM

Handset fault and billing questions

If your phone is not working in more than one location:

- Ask the customer to clean their SIM
- Ask the customer to try the SIM in a different handset
- Check O2's billing system for any form of barring or disconnection

Handset solutions

- Replace handset or sim

Coverage questions

Ask for background on the coverage problem before asking the below questions:

- How many users are experiencing a problem?
- Are all users having the same problem?
- Is the problem intermittent?
- Does the problem occur in one or various areas?
- Is the problem indoor, outdoor, or both?
- Are you getting an error message when you dial a number?

Coverage solutions

- Installation of TuGo
- Deployment of Boostbox

How many people will be using the Boost Box? *Under 4 people and you can use a standard Boost Box, over 4 is a large office Boost Box*

Do they have an internet connection? *They have to have a connection to be able to use one*

How fast is their internet? *A single Boost Box requires a minimum of 1Mb/s download and 0.5Mb/s upload*

- Investigation of in build solution through O2 CBM

Faults/Coverage

If you suspect the problem is with O2 coverage please try the below

- Coverage checker - <http://www.o2.co.uk/coveragechecker>
- 4G network portal - <http://www.o2.co.uk/business/products/connectivity/4g-network>

If coverage is poor a solution may be needed for the customer.

Fault solutions

- Raise a ticket on the fault portal and pursue until fault resolution is complete