

# **My Knowledge Builder**

## **Manual**

1 — Last update: 2015/09/02

MY KNOWLEDGE BUILDER

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## Overview

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**My Knowledge Builder** is an online manual wherein you can read QA updates for call& chat flow/ procedures.

You can easily narrow down your search by using the “search” option found on the upper right hand of the page.

You can save the link of this manual on your favorites

<http://www.manula.com/manuals/my-knowledge-builder/livecareer-myperfectresume/1/en/topic/mkb>

This manual is for

[LiveCareer](#)

[My Perfect Resume](#)

[LiveCareer UK](#)

[MyPerfect CV](#)

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- Chat Hot keys
- Scorecard (Scoring Grid Monitoring Form)
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- Approve QA Projects

## **\*\*RECENT UPDATES\*\***

**August 07, 2015**

**SKU £2.95 for LC UK and £1.95 MPCV**

*"this is part of a test ran last week (switching the current MPCV and LCUK pricing) – It was successful, so we'll keep the current setup going forward (£1.95 for MPCV and £2.95 for LCUK)*

**LCUK £2.95**

The screenshot shows the LiveCareer website interface during a checkout process. At the top, there's a navigation bar with the LiveCareer logo, support information (7-days a week, Phone, Email & Live Help), and a live chat button. Below this is a progress bar with four steps: 1. Build CV (completed), 2. Choose Access (current step), 3. Enter Payment Details, and 4. Finished!.

The main heading is "Upgrade for Instant Access to All Features". Below this, there are two subscription options:

- 14-Day Full Access £2.95** (selected with a green checkmark):
  - Unlimited printing and downloading for 14 days
  - Create unlimited additional CVs or CV variations
  - After 14 days, auto-renews £5.75/week billed every 4 weeks
  - Cancel anytime
- Monthly Access £4.95** (unselected):
  - Pay £59.40 up-front and save 75%
  - Full access to all features including covering letters
  - Automatically renews each year, cancel anytime
  - Pay once, use all year long

In the center, a "Subscription Features" box lists the benefits of the chosen plan:

- Download & save in multiple formats (Word, PDF, .RTF, .TXT)
- Covering Letter Builder: Create a covering letter in minutes
- Customize and create multiple CVs and covering letters
- CV-Check **NEW**: Scans your CV for 20 critical mistakes.
- If you're unhappy for any reason during the first 14 days, just let us know - we'll refund your money.

A "CONTINUE" button is at the bottom of the features box.

**£1.95 MPCV**

myPerfectCV

HELP & SUPPORT

Build CV Choose access Enter payment details Finished.

## Employers are waiting for your CV

☒ **14 days' full access** £1.<sup>95</sup>

- Unlimited printing and downloading for 14 days
- Create unlimited additional CVs
- After 14 days, auto-renews at £5.95 per week billed every 4 weeks
- Cancel at any time

**Subscription features**

- Download & save in multiple formats (PDF, Word, RTF, TXT)
- If you're unhappy for any reason during the first 14 days, just let us know and we'll refund your money.

**Continue**

☐ **Monthly access** £4.<sup>95</sup>

- Full access to all features
- Automatically renews each year, cancel at any time
- Pay £59.40 up front and save 75%
- Pay once, use all year long

You can cancel at any time by email, by chat or by calling us freephone on 0800 756 3741

## August 07, 2015

### Proper Hold Procedure

- Use Ameyo Hold Button when placing the call on hold
- Starting August 16 onwards, we will markdown agents using the Handset
- If you encounter hold issues using Ameyo, please report it to any TL and send it to QA Updates as well.

## August 06, 2015

### Account Validation

#### 1. Ask for the email address

- 1.1 Ask for **alternate email address** if the first one provided does not have an existing subscription and does not have an account at all

2. Ask for the **last 4 digits of the card** that was charged

- 2.1 If cx does not know the last 4 digits then ask for the **name on the card** and the **card type** (MC, VISA, AMEX etc) and the date of the charge (narrow down the result and open each transaction ID/ GUWID and search for the correct account on WEP)
- 2.2 If cx provided the last 4 but no charges found then ask if the card has an extension or is shared with another person then ask for the name of the other person or the last 4 digits of the extension card

3. Ask for the **name on the account or name on the resume created** and search it on admin

4. If all else fails then ask for the **account ID** (can be found on the purchase email confirmation or on the online account) – You can only ask for the account ID if you have exhaust all effort asking for the first 5 options stated above

Note: Markdown under Account Validation if agent asks for the account ID right away without asking for the first 3 options. Markdown under Account Maintenance (issue resolution) if agent did not ask for any other option other than the email address.

**July 31, 2015**

**Web Cancellation Process**

When customer cancels a subscription online, they will be routed to the retention offers and if they opt to just cancel then another page will appear asking them for the reason.

## Jose, are you sure you want to cancel?

Keep access — and save. Today only!

### Get 1 Month FREE

Get full access **FREE** for a month (renews at \$39.80 at end of month)

Choose ▶

MOST POPULAR

### \$3/Month Unlimited

Pay just \$3/month for full access for as long as your job search lasts!

Choose ▶

### Get 1 Year for the Price of 1 Month!

Get a full year's subscription for the price of one month (only \$39.80). **You save over 90%!**

Choose ▶

#### Need help with anything?



**855-213-0348**

Support 7 Days a week  
Mon-Fri 8am to 8pm (Central),  
Sat 8am to 5pm (Central),  
Sun 10am to 6pm (Central)

[Chat Now](#)

[customerservice@livecareer.com](mailto:customerservice@livecareer.com)

#### Did you know...

In a recent survey, 91% of senior managers said cover letters matter when screening applicants. Create an impressive cover letter fast with our cover letter builder!

[Create a cover letter now](#)

#### Still want to cancel?

- ☒ I understand that I will lose access to my saved resumes and cover letters, and still want to cancel

Yes, Cancel My Subscription ▶

No, Don't Cancel ▶

*Your subscription has now been cancelled.*

## We're sorry to lose you

Would you mind taking a second to let us know why you're leaving? Your input will help us improve our product for future job-seekers. Thanks!

- ☐ I found a job!
- ☐ It's just temporary, I'll be back!
- ☐ It's too expensive
- ☐ I'm having problems downloading, printing, or emailing
- ☐ It's not helpful enough
- ☐ Other

Continue

### Note:

- If the customer chooses the option *"I'm having problems downloading, printing and emailing"* , *"It's not helpful enough"* and *"Other"* then another box will appear where customer can provide their explanation or issue but it is optional.
- If customers chat or call in to complain or are confused about whether they are cancelled or not, please let any TL or QA after you assist them

## July 14, 2015

As per our product manager, we are offering subscriptions in **AUD (Australian Dollar)** and **CAD (Canadian Dollar)** currency.

Make sure to check the subscription price and currency of each purchase/charge to make sure that you provide the correct information.

## July 07, 2015

## QA Update and Important Reminder

### OBSERVED PROPER HOLD PROCEDURE

- NO MARKDOWN if:
  - IEAT (Inform, educate, assure and timeframe)
    - Time frame: one minute or 2
    - Asked permission and stated reason for the hold: Is it okay if I -place the call on hold for a minute or 2 while I'm searching for the account information?
    - Get back within 2 minutes
    - Thank the cx for waiting
- WITH MARKDOWN if:
  - No timeframe
  - Stated 2 to 3 minutes
  - Did not ask permission
  - Did not get back within 2 minutes
  - Hold time too long 2 minutes and so
  - Did not thank the cx for waiting
- COACHING POINT ONLY if:
  - statement form instead of asking permission, but the cx responded

### 3 STRIKES WARNING SCRIPT (CX SAYING PROFANITY)

- I'm sorry, but we do not tolerate profanity. This is your first warning. On the 3rd warning, I will have to disconnect the call/ chat
- (On cx's 3rd attempt) This is your 3rd warning, due to profanity, I have to disconnect the call/chat
- 3 strike warning will only be applicable if the profanity is directed to you, if its directed to the company, the service or the charge then there is no need to warn the customer but do empathize

### SYSTEM ERROR SPIEL

We apologize for any inconvenience, we're currently running a system update, Please call us back after an hour or 2 to our (Toll free and Hours of ops) or if you prefer you can chat with us online.

- LC US
  - Our toll free line is 1-888-816-0576; representatives are available Monday to Friday 9am-9pm EST; Saturday 9am to 6pm EST ;Sunday 11am – 7pm EST
- MPR

- Our toll free line is 1-855-213-0348; representatives are available Monday to Friday 9am-9pm EST; Saturday 9am to 6pm EST ;Sunday 11am – 7pm EST
- UK
  - Our free phone number is (44) 800-756-3741; representatives are available Monday-Sunday 9am – 9pm GMT

## **GHOST CALL SCRIPT**

- 3 opening standard spiel
- I'm sorry, but I am not hearing any responses. I will be disconnecting the call now. Please call us back to our (Toll free# and hour of ops)

## **CANCELLATION REQUEST, BUT THE CALL GOT DISCONNECTED AT THE MIDDLE OF THE CALL**

- I apologize
- Recap all action taken
- If you need further assistance please call us back ((Toll free# and hour of ops)

## **POSITIVE SCRIPTING**

- If it gives a bad light towards our company, we ding the agent

## **CALL CONTROL**

- Markdown will fall on Call Control if the cx is expressing frustration towards the company, but not pertaining to the agent, and the agent states “ we do not tolerate profanity and the like”

## **ACCOUNT MAINTANANCE – cx stating “I will contact the bank”**

- No more markdown on Show willingness to help
- Markdown will fall under Account Maintenance for not following the call flow
- If the agent follows the call flow, then the cx states “I will contact the Bank”, the agent should acknowledged that by stating “ I understand” (no need to state that is your option)

## **ACCOUNT DOCUMENTATION – DISCONNECTED CALL/CHAT**



- Disconnected at the middle of the call/chat- Agent should notate it. If not, markdown falls under ACCOUNT DOCUMENTATION

### **WORKAROUND – LOGIN AS USER TO CANCEL AN ACCOUNT**

- No Markdown
- Coach the agent to indicate if they login as user to cancel the account

### **HOW TO CANCEL if the CX DELETED THE ACCOUNT INSTEAD OF CANCELLING**

- Get the email address used to create the account, and cancel
- In the event that the agent encounters an error cancelling using the email, then they can login as user (2nd option)

**July 1, 2015**

**FYI: For customers who answered the survey with the \$10 gift card, below is an example of the email they will receive**

You've received a \$10.00 Amazon.com Gift Card!



**amazon.com**  
gift card

Claim Code:

XXXXXXXXXXXX

**\$10.00**

Redeem now



Thank you for participating in our recent Resume Builder Survey and for your patience while we collected responses. We value your opinions. Here is your \$10 Amazon.com giftcard to thank you for your participation. Warm regards, The Market Research Team CatalystMR

Thank you again!

From the Resume Builder research team!

#### Redeeming your Amazon.com Gift Card

1. Visit [www.amazon.com/redeemgift](http://www.amazon.com/redeemgift).
2. Enter the Claim Code and click **Apply to Your Account**.

Gift card funds are applied automatically to eligible orders during the checkout process. Your Claim Code may also be entered during checkout. To redeem your gift card using the Amazon.com 1-Click® service, first add the gift card funds to **Your Account**.

## June 08, 2015

### NEW ADMIN CANCELLATION PROCESS

- This should be the new process in canceling single subscriptions in Admin Tool
- When a CS agent enters the single cancel flow, it will ask the agent to record the cancellation reason and type
- Upper Management wants the data for operational tracking and marketing

**Note:** We already raised the cancellation generated name on admin tool notes, wherein the cx's name is showing instead of the agent's name. In the meantime, whenever you cancel a single subscription, you should notate that the cancellation method used is the new process.

The screenshot displays the 'Subscription Details' page in the Livecareer Admin Tool. The page shows the following information:

- Account ID:** 92242199
- SKU Name:** Resume Builder 14 day Full Access
- Purchase Date:** 24-Mar-2015
- Subscription Renewal Price:** \$ 39.80
- Last Billing Date:** 03-Jun-2015
- Subscription ID:** 225856
- Next Billing Date:** 30-Jun-2015
- Status:** Active
- Expiry Date:**

A red box highlights the 'Cancel Subscription' button.

**Transaction History**

Date	Transaction Id	Type	Results	GuWid	Amount	Action
24-Mar-2015	720893	SALE	SUCC	658a5ab6-d287-11e4-8cf1-005056a96a4d	1.00	<a href="#">Refund</a>
24-Mar-2015	720894	SALE	SUCC	682cf3b4-d287-11e4-8cf1-005056a96a4d	0.95	<a href="#">Refund</a>
08-Apr-2015	977109	SALE	FAIL	17346450-ddbe-11e4-8cf1-005056a96a4d	39.80	
13-Apr-2015	1068109	SALE	FAIL	e09509e0-e1a0-11e4-8cf1-005056a96a4d	39.80	

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**Subscription Events**

The screenshot shows the 'Subscription Details' page for a 'Resume Builder 14 day Full Access' subscription. The subscription is active, with a renewal price of \$39.80 and a status of 'Active'. A 'Cancel Subscription' button is visible. A modal dialog box titled 'Cancel Subscription' is open, displaying the time stamp 'Mon Jun 08 2015' and the subscription ID '225856'. It includes dropdown menus for 'Cancellation Reason' and 'Cancellation Type', and 'Confirm' and 'Cancel' buttons. The background shows a transaction history table with columns for Date, Transaction ID, Type, Result, Amount, and Action.

Date	Transaction ID	Type	Result	Amount	Action
24-Mar-2015	720893	SALE	SUC	1.00	Refund
24-Mar-2015	720894	SALE	SUC	0.95	Refund
08-Apr-2015	977109	SALE	FAIL	39.80	
13-Apr-2015	1068109	SALE	FAIL	39.80	

This screenshot is similar to the first one, but the 'Cancellation Reason' dropdown menu in the 'Cancel Subscription' dialog box is open, showing a list of reasons: 'I found a job!', 'It's just temporary, I'll be back', 'It's too expensive', 'I'm having problems downloading, printing, or emailing', 'It's not helpful enough', and 'Other'. The background transaction history table is also visible.

Date	Transaction ID	Type	Result	Amount	Action
24-Mar-2015	720893	SALE	SUC	1.00	Refund
24-Mar-2015	720894	SALE	SUC	0.95	Refund
08-Apr-2015	977109	SALE	FAIL	39.80	
13-Apr-2015	1068109	SALE	FAIL	39.80	

The screenshot shows the LiveCareer Admin interface. The main content area displays 'Subscription Details' for Account ID: 92242189. The subscription is for 'Resume Builder 14 day Full Access', purchased on 24-Mar-2015, with a renewal price of \$39.80 and a status of 'Active'. A 'Cancel Subscription' modal is open, showing a time stamp of Mon Jun 08 2015 and a subscription ID of 225856. The modal includes dropdowns for 'Cancellation Reason' and 'Cancellation Type', with 'Cancellation Type' currently selected. Below the modal, a 'Transaction History' table is visible, showing transactions from 24-Mar-2015 to 13-Apr-2015. The table has columns for Date, Transaction ID, Type, Res, Amount, and Action. The bottom of the screen shows a Windows taskbar with various application icons and a system clock indicating 8:47 PM on 6/8/2015.

Date	Transaction ID	Type	Res	Amount	Action
24-Mar-2015	720893	SALE	SUC	1.00	Refund
24-Mar-2015	720894	SALE	SUC	0.95	Refund
08-Apr-2015	977109	SALE	FAIL	39.80	
13-Apr-2015	1068109	SALE	FAIL	39.80	

The screenshot shows the 'Customer Account Information' page in the LiveCareer Admin interface. The page displays user details for Eduardo Vasquez, including account ID 95749518, created on Monday, April 27, 2015, and last login on Sunday, June 7, 2015. The user's role is 'User', and their billing country is 'Canada'. A red box highlights the 'Added on 6/8/2015 7:29:46 AM by Eduardo' entry in the 'Login History' section. The page also includes a 'Privacy' section with checkboxes for 'Weekly Resume & Job Tips', 'Education & Career Opportunities', 'LiveCareer News & Announcements', and 'Send me a postal mailings'. The bottom of the screen shows a Windows taskbar with various application icons and a system clock indicating 8:43 PM on 6/8/2015.

Date-Time (YYYY-MM-DD, HH-MM)	Duration (minutes)
2015-04-27, 17:21	78
2015-05-01, 15:17	0

May 27, 2015

## **MASTERCARD UPDATE (as of June 03, 2015, we will revert back to the strict refund policy)**

**Due to high chargeback rate, we will make changes on refund policy ONLY for MASTERCARD:**

### **Cx asking for Refunds**

- Regardless of how many charges they want to be credited , we need to issue them the refund they are asking (full refund)
- After explaining the auto-renewal, then the cx asks for a refund, state “ Let me see what I can do”, then issue the refund the cx is asking

### **How to know what type of card the cx is using?**

- Check Transaction ID using GUWID, then access WEP
- In the absence of WEP, Agent can ask the cx what type of card they used to purchase or the card that was billed

### **For other mode of payments:**

- **For Visa/Amex/Discover cards- FOLLOW THE STRICT REFUND POLICY**
- 

## **\$10 Amazon Gift Card survey**

- It is all about **Cx's opinion and their experience on job search**
- **Virtual Gift Card.** The gift code will be sent via email
- If cxs didn't finish the survey, **they can go back to it on a later time.** They just have to open the link again that has been sent to their email

### **Call Scenarios:**

Will be offered on:

- All cancellation request only (call and chat)
  - Within 14 days
  - found a job
  - With recurring charges
  - With refund request

- Irate customers but got their refund (1 recurring charge only or within 14 days)
- with editing issues

When NOT to offer:

- customers with multiple charges (regardless if the last charge was refunded)

#### **Offer Eligibility:**

**Offered to:** Account Holder, Card Holder related to the account holder

**Will not be offered to:** Bank Rep, Cx claiming Fraud (not related at all to the account holder)

#### **Suggested Verbiage:**

*"While processing your cancellation, I would like you to know that you can get a \$10 Amazon Gift Card just by completing a survey. I will send you a link to your email after this call."*

**Note:** If the customer ask how long the survey will take: *"It may take 15 minutes to be completed"*

#### **ON LHN:**

##### **Canned Response – Subject**

- \$10 Amazon Gift Card – for cancelled/recurring
- \$10 Amazon Gift Card – within Trial
  - It is important to send the corresponding link – for cancelled/recurring or within Trial
  - For cancelled accounts or with recurring charge: <https://goo.gl/eTAAZt>
  - Within trial period: <https://goo.gl/DJliSX>

#### **Email Format:**

**Subject:** Your Opinion Counts (Amazon Gift Card)

##### **Body of the email:**

Thanks for being a LiveCareer customer. We're constantly striving to provide our customers with the best service possible, so that we can help them find the jobs they want, faster.

With that in mind, we'd really appreciate if you'd take the time to complete a short survey

Please click the link below to start the survey.

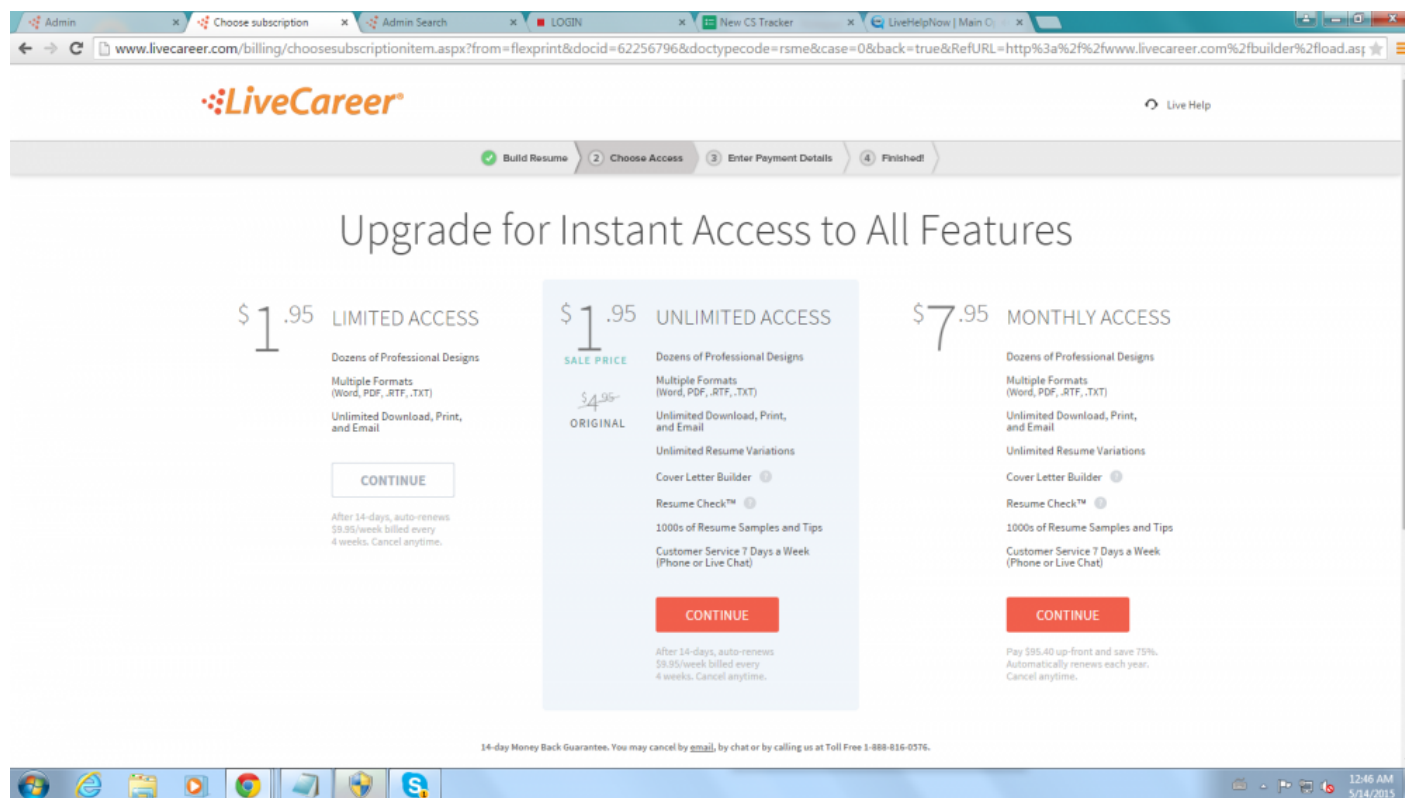
>>>>>please paste link here<<<<<<<

- For cancelled accounts or with recurring charge: <https://goo.gl/eTAAZt>
- Within trial period: <https://goo.gl/DJliSX>

**May14, 2015**



This is a test we are running on the sale page. There are a few variations so **60%** of users will see a new page, **40%** of users will see the original page



**April 16, 2015**

**UPDATED CALL FLOW C: Charge Inquiry- unaware/ did not authorize/ questioning charge/ refundrequest onset**

- Probe if the cx recalls signing up to our service (ask for the email or last 4 digits of the card used)

### **Explain auto-renewal**

I see that you purchased a 14 day full access subscription for \$——. If it's no cancelled before the end of the 14 days, your subscription will auto- renew into our 4 week recurring subscription. It does not appear that your subscription was cancelled. This is why you were charged the \$39.80 or \$35.80 on the 15th day. We stated that on our subscription sales page and the email confirmation we sent upon purchase”

- A request for cancellation should be made....
- Cancel and give disclosure: cancellation confirmation email



**Cx asks for a refund (question form/ firm)**

Customer: "I want a refund" or asked in a question form

**REBUT FIRST:** Unfortunately this is a valid charge, and since we already canceled the service rest assured that there will be no further charges.

**Cx insists for a refund**

Agent: "We offer a 14 day money back guarantee on our subscriptions. Since you've had your subscription for more than 14 days, what I can do is pro-rate the time remaining on the subscription and refund you the balance. This comes to \$XX.XX. You'll see this amount credited back to your account in 2 to 3 business days. We are sorry to see you go, and hope that you will consider using us again the next time you need a resume. (highlighted statement varies – if the cx is not irate, then we can say it) Is there anything else I can assist you with?"

**Customer Demands Full Refund**

Agent's Rebuttal: "Unfortunately this is the maximum that we can refund. We do state clearly on the sales page that the subscription auto renews on the 15th day if not canceled. We also mention this on every page in the payment process as well as in the order confirmation email we sent you after your purchase. I've already processed the \$XX.XX refund for you. Our refunds are auto processed by our system and we are unable to refund anything more. Is there anything else I can assist you with?"

**Cx insists for a full refund:** Escalate to Supervisor

**April 16, 2015**

**Refund Grid**

**\$35.80**

- we deduct \$8.95 per week (4 week subscription)

**\$39.80**

- we deduct \$9.95 per week (4 week subscription)

**\$34.95**

- we deduct \$8.74 per week (1 month subscription)

**\$59.40**

- we deduct \$4.95 per week (12 week subscription)

**£22.95**

- we deduct £5.73 per week (1 month subscription)

**Note: PRORATE – WEEKLY (Strict Compliance is required!) – Markdown under Account Maintenance if you do not follow the refund grid**

**March 27, 2015**

#### **NEW Refund Policy Scenarios (Updated)**

##### **Double charge**

- Apologize for the duplicate charge
- Refund the duplicate charge
- If the customer asked for a refund on the valid charge then follow proper call flow

##### **Site issue (agent also had same error as the cx)**

- Apologize for the error
- Extend assistance
- If the agent gets the same error then it is ok to process full refund

##### **Charge Back status**

- issue only 1 full refund, if cx insists for more then escalate to sup

**Cx called on the same day they were charged to dispute/refund (has only 1 successful recurring charge)**

- Explain renewal feature
- If the customer asked for a refund then agent can issue full refund
  - If there were prior failed transaction/s before the 1st charge and cx called on the same day the charge went thru—still issue full refund

#### **Customer claims it's fraud and didn't create an account with Livecareer**

- If the card holder does not know the account holder
  - Explain renewal feature
  - Issue Full Refund (refund last charge, if cx insists for other charges then consult a supervisor for approval)
- If the card holder does not know the account holder at first but eventually claims that they know them
  - Follow proper call flow
- If the card holder is also the account holder but claims that they did not create the account
  - Follow proper call flow

#### **Cx claims to have cancelled within the 14 days**

- Ask probing questions
  - If there is a valid proof of cancellation then issue full refund
    - Email confirmation
    - Call Recording/Chat Transcript with request of cancellation
    - Ticket that was received within 14 days of the subscription
  - No proof of cancellation then follow proper call flow

#### **Cx had confusion with deleting vs cancellation online, but claims to have cancelled within the 14 days**

- Follow proper call flow
- No need to fully explain the auto renewal policy if they claim they did it within 14 days
- Last User Login / User History is no longer a basis or proof that cx did cancel/delete within 14 days

#### **Refund Request (Firm or Not)**

- 1 recurring charge or multiple recurring charges
  - Follow proper call flow and issue prorated refund
  - Issue full refund only if there is 1 charge and they called the same day it was posted

#### **14 day money back guarantee**

- Extend assistance and probe why they want a refund
- Dissatisfied or claiming fraud then we can issue full refund for the initial charge (as long as its within 14 days)

### **Annual Subscription**

- Mistake/Misunderstood on buying annual subscription
  - Explain annual subscription
  - offer downgrade and process properly
  - downgrade not applicable/ or doesn't want downgrade process prorated refund (deduct 7.95) and provide access for the remaining days
- Annual subscription (one charge only/did not recur yet (on its 2nd or 3rd or 4th month))
  - Explain annual subscription
  - If customer insists on a refund of the remaining months
    - You can issue prorated refund base on the number of months it was not used (\$7.95/month)
- Annual subscription (already renewed)
  - Explain renewal feature properly
  - If the customer insists on the refund then process prorated refund (\$7.95/month)

### **Cx disputing the charge and aware it needs to be cancelled within 14 days**

- No need to fully explain the auto renewal policy, follow call flow and new scripting

### **Bank rep called asking for a refund**

- Follow proper call flow

### **Cx was issued a refund by the billing dept and still wants the remaining charges to be refunded**

- Stand firm with the refunded amount, escalate if cx insist.
- Cx still waiting for the response of the billing department
  - Follow proper call flow
  - Asked for supervisor assistance if billing will still respond

### **Atty. General onset of the call/chat or at the middle part of the conversation. (Ombudsman for UK)**

- Explain first the auto renewal, then escalate to supervisor, no need to attempt in offering prorated refund
- No need for rebuttal or push back just escalate the call to supervisor

**BBB (Better Business Bureau)**

- Follow same call flow

**If the customer advises that they will contact the bank and file a dispute**

- Follow proper call flow

**If the account has an existing refund, then the cx called again asking for additional refund**

- Stick to the refund already provided
- If the customer insists for more then escalate to supervisor

**Cx has an account with MPR and LC – MPR was cancelled within 14 days and cx claims that they did not know they have LC account to cancel as well**

- No renewal explanation but make sure to clarify that its a different LOB and follow proper call flow
- If our agent was the one who did not cancel the other subscription then apologize then cancel and process a refund

**If cx didn't agree with the prorated refund, cx just stated that the amount will just be disputed with the bank then hang up immediately**

- Don't issue any refund, just cancel and notate the account completely
- No refund will be issued unless customer confirms that they are ok with it

**Onset of After the Renewal Explanation – cx advised that they will contact the bank for dispute**

secario 1:

- auto renewal
- cx ask for a refund ( firm/ question form)

- rebut- valid charge
- **cx insists or states I will just contact the bank**
- prorated refund spiel
- cx insists for a full refund
- Full rebuttal spiel
- cx insists again
- escalate

secario 2:

- auto renewal
- **I will just contact the bank**
- **I understand that you wanted to contact your bank re the charge, unfortunately the charge is valid charge**
- cx did not insist further
- pre-closing
- closing

secario 3:

- auto renewal
- cx insists for a refund
- valid charge
- states I will contact the bank
- **Mr cx, let me see what I can do pro-rated spiel**
- cx insists for a full refund
- Full rebuttal spiel
- cx insists again
- escalate

### **Billing Department**

- Do NOT send ticket to billing for remaining charges there's no more billing dept

**February 24, 2015**

**CALL FLOW** will be changed, agents will no longer ask *"I suppose you have a new job?"* instead, agent will say: *"while I'm processing this, can I ask why you want to cancel today?"*

- **Found a job** – same flow – state Congratulations! Offer refer to family and friends, cancel, state cancellation confirmation email, offer Sitejabber, pre-closing, closing
- **Other reason** – acknowledge *"I understand"* then address and rectify issue

**Reason:** Mark and the San Francisco team is coming up with a matrix using the new SKU offers so the agents would know which is the better offer to give to customers who are cancelling.

**Script:** Please see the updated scripts under the Call Flow Tab

## February 19, 2015

On **Feb.25, 2015**, new SKU's will go live on admin tool that the agents will be able to offer customers.

### RB & MPR

- 7 days \$9.95 (the old one, but will now show for all cusotmers)
- 1 month \$9.95
- monthly recurring \$3.00
- \$0 month into \$39.80 monthly (this gives a free month and then goes into the monthly billing
- 1 year for \$39.80

### UK

- 14 days for £7.99
- 2 months for £22.99

## February 17, 2015

Account Documentation Reminder:

- LOB – LC, UK, or MPR
- Caller's name / Bank Rep's name
- Email address
- Phone Number
- Phone/ Chat – method of contact

- Primary Concern
  - initial concern stated at the onset
- Reason for cancellation
  - should be notated, it should be the specific information the cx provided or same context
- Action Taken – for the 1st issue
- If there are other issues raised – should also be notated
- Action taken – for the 2nd issue

## February 12, 2015

### UK Update:

**Ability** to allow users to **email their CV directly from the site**

## February 05, 2015

### Need to track some info for LC:

- Agents need to gather some information on **whether or not people are happy with the download process or having issues.**
  - For the rest of the month, when someone wants to cancel RB over the phone or chat **we need to:**
1. Ask them if they downloaded their resume: “While I’m processing your cancellation, can I ask if you downloaded your resume, and if so, were you happy with the final product?”
  1. Track how many people were happy with the download and how many people has issues/problems (and what kind of issues/problems)

**Note:** Love is in- charge to track it, needs to a submit report EOW

### This goes for all cancellation concern:

- **If cx found a job – no need to offer**, unless cx asks for a refund
- **I want to cancel plus reason** – ex. I don’t want to be billed etc. **(no monthly charge yet)**
- While processing the cancellation, agent can check the activities or can directly ask if the cx were able to download the resume, and if so, ask the cx were you happy with the final product?
- **Cx’s concern – charge inquiry** – normal process, then while cancelling the service, agent should check the activities if the cx download the resume, then ask the cx while processing the cancellation if they are happy with the final product or happy with the resume/cover letter created. **(with the exemption of irate cxs and claiming the site is scam/fraud)**



- **Others:** – If cx's raise download issues – track it as well

**Note:**

**If cx encounters download issues\*- agent should \*probe** what kind of problem/issues, then offer further assistance, if not- **markdown** under **show willingness**

**Cx wants to cancel – SUSPENDED ACCOUNTS showing on New Admin**

- It is not necessary to disclose that agent will cancel the service, because they we cannot cancel suspended account via new admin
- Agent should send manual cancellation confirmation instead
- Agent needs to advise cx that a cancellation confirmation will be sent for their records

**Note:** No markdown if agent states that he/she cancel the service, but markdown if agent did not send manual cancellation email

## February 01, 2015

[FOR STRICT COMPLIANCE] – Information needed

If Customers claim that they TRIED TO CANCEL MULTIPLE TIMES, but still being charged  
Information agent needs to ask and obtain the ff. information:

- Email address
- Account ID ( need to obtain, no need to ask- for tracking purposes only)
- Ask the cx how they cancelled- what method?
- Check if the accounts were really cancelled. Ask the cx if they encounter any technical issues cancelling
- Were these customers charged the same day they cancelled?
- How did they cancel? delete vs cancel?
- If they cancel it via email – check records if they sent one
- If they cancel via email multiple times- ask them which email address they sent it to, if they could forward directly to you a copy of the email they sent, etc.
- Did they not have a subscription, but were claiming that they were still getting emails from us and wanted it to stop? (Probe further what email are they getting)

**Note:**

- Agents need to send the information to Weng for tracking purposes only (until further notice)

## January 09, 2015

For new accounts (new admin view) that cannot be canceled since the status is **SUSPENDED**

*"We will not attempt to collect funds unless the user provides the card details again (does not matter if the card details are same or new ones)"*

Therefore, no need to attempt to cancel or change the status to expired if the status is SUSPENDED on new accounts unless the customer wants to make a new payment. If the customer requested for a cancellation confirmation, we can create a ticket and send an email to the customer that the account will no longer be billed.

## January 06, 2015

### LiveHelpNow Chat Queue

- Chat queue will be assigned to each agent
- maximum of 10 chats on queue per agent (If they finished one chat, another chat will be added on their queue)
- Agents need to take the chat immediately assigned to them
- If the customer got disconnected and went back on chat, the chat will be routed back on the same agent who previously assisted the customer
- If the agent is busy and does not accept the chat within 20 seconds, the chat will be reassigned to the next available agent who is online.
- If the agent already accepted the chat and went offline they can finish the chats in progress but the ones that are on queue will get reassigned to the next available agent after 20 secs.

#### Note:

- Make sure that LHN is on "online" status when assigned to chats and "offline" when not
- TLs can view the agents on queue on "view operator" if the agent is online or offline
- Agents are being monitored on queue to ensure all assigned chats are answered
- Don't be idle for 20 secs, unless it's your break/lunch

*click the image for larger view*

LiveHelpNow | Main Operator Panel (Alaine)

**OPERATOR PANEL** [Switch to admin panel](#)

You are online [Log out](#)

**VISITORS/CHATS** **TICKETS** **CALLBACKS**

[Filter](#) [View Operators](#) [Knowledge Lookup](#) [New](#)

Unique visitors: 1099  
Chat sessions: 634  
Waiting for chat: 2  
Waiting for response: 0

	Host Name	State	Pgs	Agent	Visit/Chat Time	Contact Info
	653255nfc183.tampabay.res.rr.com	Chatting	1	<b>Alaine Arcene</b>	01/06 20:38:27	Full Name: Caramia Tessari Email: caramiat@live.com LiveCareer
	pool-108-34-137-212.pvrdi.fios.verizon.net	Chatting	1	<b>Alaine Arcene</b>	01/06 20:36:03	Full Name: Valerie Email: vgonzalezshannon@gmail.com LiveCareer

**Crystal:** mommy2abg@yahoo.com  
Hello  
R u there  
[ 8:17:12 PM ]  
[ 8:20:17 PM ]  
[ 8:28:17 PM ]  
[ 8:29:49 PM ]  
**Alaine:** Thank you just a moment please  
I apologize for the long wait.  
I suppose you have a new job? is that then reason why you are cancelling?  
[ 8:27:56 PM ]  
[ 8:28:12 PM ]  
[ 8:30:12 PM ]  
[ 8:36:28 PM ]  
Chat session started at 15:32:00  
Please be patient while you are being connected with an operator ...  
Chat session has been terminated  
-Session\_Ended-

[Send](#)

**General** **Nav history** **Call history**

Notes [Add notes](#)

**Full Name** Crystal Nixon  
**Email** mommy2abg@yahoo.com  
Name: Crystal  
Gender: Female  
[View profile](#)  
**Department** LiveCareer  
**Visitor Tag**   
**Current Page**  
**Page Title**  
**Referrer** Direct Hit  
**Landing Page**  
**ISP** Symverse Technologies, LLC  
Location: Lockport, Illinois

LiveHelpNow | Main Operator Panel (Admin)

**OPERATOR PANEL** Admin [Switch to admin panel](#)

**VISITORS/CHATS** 9 **TICKETS** 1007 **CALLBACKS** **KNOWLEDGE**

[Filter](#) [View Operators](#) [Knowledge Lookup](#) [New](#)

Visitors/Chats				
		State	Agent	Contact info
		Chatting	Celeste Gedang	Full Name: Svitlana Conlon Email: lanaukr10@gmail.com LiveCareer
		Chatting	Jam Corbifa	Full Name: Valerie Email: vgonzalezshannon@gmail.com LiveCareer
		Chatting	Richell Pioda	Full Name: Anne Krekel Email: akrekel94@gmail.com LiveCareer
		Chatting	Alaine	Full Name: Crystal Nixon Email: mommy2abg@yahoo.com LiveCareer
		Chatting	Celeste	Full Name: Cherry Taylor Email: t.cherry34@yahoo.com LiveCareer
		Chatting	Celeste	Full Name: Nancy Strain Email: nlstrain@yahoo.com LiveCareer
		Chatting	Jam	Full Name: Nicole Email: bryant510@yahoo.com.hk LiveCareer
		Chatting	Celeste	Full Name: paula bennett Email: paulabobbi@outlook.com LiveCareer
		Chatting	Richell	Full Name: Cynthia Mercado Email: cynthia.mercado90@gmail.com LiveCareer

[Settings](#)

LiveHelpNow Build 5.8.0.2, Patent pending, Account #: 20003, 100 Operator licenses [<refresh panel>](#)

## January 06, 2015

For accounts that would show as **LC UK Resume\_EE** or **LiveCareer Resume\_EE**

- When searching for a charge in wirecard and it shows **LC UK Resume\_EE** or **LiveCareer Resume\_EE** under merchant account
  - Use the last 4 digits of the card and the customer's complete name when looking it up on the admin tool.
  - Take note that the GUWId should not be included when searching for the account, just the last 4 and complete name
  - GUWId itself will not work when searching for an account with the above mentioned merchant account name

Dashboard Search Card Transactions <span>×</span>										
▼ Search										
▲ 4 results										
	GuWID	Merchant Account	Card Brand	Card Number	Card Holder	Amount	Currenc	Submitted Time ↓	Status	Status
1	C200783142056019036162	LC UK Resume WDB 2	Visa	468018****5742	Joan A Moala	0.95	USD	01/07/2015 00:03:10	0	OK
2	C297195142056018847919	LC UK Resume WDB 2	Visa	468018****5742	Joan A Moala	1.00	USD	01/07/2015 00:03:08	0	OK
3	C368841142021655801149	LC UK Resume_EE	Visa	468018****5742	JOAN A MOALA	0.95	USD	01/03/2015 00:35:58	0	OK
4	C150826142021655557805	LC UK Resume_EE	Visa	468018****5742	JOAN A MOALA	1.00	USD	01/03/2015 00:35:55	0	OK

## December 04, 2014

### NEW ADMIN TOOL INTERFACE

- will be accessible 100% by December 04
- <http://dev5-admin.livecareer.com/admin/user/search-user.aspx>
- if it's not working on Mozilla Firefox, you can use google chrome

**Search User**

AccountID

Email (%=wildcard)

FirstName (%=wildcard)

LastName (%=wildcard)

Search User

Clear Search

**Search Results**

Account ID	First Name	Last Name	Email	Last Login	Order Placed
------------	------------	-----------	-------	------------	--------------

**Search User Orders**

CardholderName(%=wildcard)

Last 4 digit of CC

Govt

Search Order

Clear Search

**Search Results**

Account ID	Cardholder Name	Email	Last Login
------------	-----------------	-------	------------

**Bulk Cancel**

No. of Email Address: 101

Email or AccountID	Method	Status	SKU	Last Payment	Last Payment Type	Last Payment Date	Cancellation Number
	Change						
	Change						
	Change						
	Change						
	Change						
	Change						
	Change						
	Change						
	Change						
	Change						

Submit

Clear Search

69893208

Email (%=wildcard)

FirstName (%=wildcard)

LastName (%=wildcard)

**Search User** [Clear Search](#)

## Search Results

Account ID x	First Name x	Last Name x	Email	Last Login x	Order Placed
--------------	--------------	-------------	-------	--------------	--------------

## Search User Orders

CardholderName(%=wildcard)

Last 4 digit of CC

GuWid

**Search Order** [Clear Search](#)

## Search Results

Account ID x	Cardholder Name x	Email	Last Login x
--------------	-------------------	-------	--------------

69893208

Email (%=wildcard)

FirstName (%=wildcard)

LastName (%=wildcard)

**Search User** [Clear Search](#)

## Search Results

Account ID x	First Name x	Last Name x	Email	Last Login x	Order Placed
<u>69893208</u>	Ajeet	Kumar	testingecom0@gmail.com	11/13/2014 7:45:00 AM	Yes

## Search User Orders

CardholderName(%=wildcard)

Last 4 digit of CC

GuWid

**Search Order** [Clear Search](#)

## Search Results

Account ID x	Cardholder Name x	Email	Last Login x
--------------	-------------------	-------	--------------

**User Details**[Edit](#)

PartyID:	69893208	Email:	testingecom0@gmail.com
First Name:	Ajeet	Last Name:	Kumar
Password:	<a href="#">Reset Password</a>	Gender:	
Billing Address Country:	United States	State Province:	
Person Address Country:	United States		

Portal:	livecareer	Role:	User
Affiliate:	LiveCareer	Referrer:	Direct Traffic
Created:	Thursday, November 13, 2014	Last Login:	Thursday, November 13, 2014
Notes:	Nov 18 2014 3:37PM ~super	SharedAuth:	

**Portal Accounts**

Portal	Created Date	Last Login	SubscriptionID	Subscription	Sub Type	Sub Status	Subscription
livecareer	13/11/2014	18/11/2014	NA	NA	NA	NA	

[Take Order](#)
[Notes](#)
[Products](#)
[Privacy](#)
[AB Tests](#)
[Activity](#)
[Errors](#)
[Deactivate](#)
**NEW GuWID for new customers**

- the new customers will start having the new GuWID numbers
- the new numbers will be longer and will **not** start with the letter C
- It is still searchable via WEP and via admin – same process
- *Note:* GUWID that has alphanumeric is only for old customers, it will obsolete in time and will be replaced with new GUWID for new customers

**November 14, 2014**

Starting today, do not advise the customer to fax documents. Instead, have them send their documents at

**customerservice@livecareer-support.com**

**November 06, 2014**



## LiveCareer Veteran's Day Promo

Veterans Day is coming up in America, and we're running a promotion for all war veterans and active members **starting Thursday, November 6**



**LiveCareer**

You've served your country.  
Now let us serve your career.

**Special Veteran's Day offer**  
Get a professionally-written resume and cover letter for **50% OFF**

**REDEEM OFFER NOW**

This limited-time offer is exclusively for U.S. veterans and active-duty military personnel. To take advantage of it, email us at [customerservice@livecareer.com](mailto:customerservice@livecareer.com) or call our Customer Service Department at 888-826-0576.

 A customized, professionally-written resume AND cover letter that highlights your most marketable skills and targets the job you want.

 An optional 15-minute phone consultation with a resume expert.

 Full 14-day access to all LiveCareer services, including our award-winning Resume Builder, 1000s of sample resumes and more.

A professionally-written resume can help you communicate your military experience in language that makes you more attractive to employers. It can make all the difference in helping you get the job you want.

**REDEEM OFFER NOW**

### Professionally- written resume and cover letter for 50% off

- This The promotion is for the **\$160 Professional Resume with Consult**
- When users click **"REDEEM OFFER NOW,"** the phone number and email for customer support pops up. **They CAN'T actually redeem online.**
- In order to process this promotion, our users are going to call or email the CS team.
- **Agent will process the discount:**
  - Agent will process the \$160 Professional Level and then apply the \$10, \$20 and \$30 discount SKU on admin tool
- The cx will basically get a \$60 discount
- So if you'll do the math, the cx gets 50% off, because we also include a **2-week LiveCareer subscription** and a **cover letter**. The total price for all the product offerings comes to **\$200**.

- **Limited offer exclusively for US Veterans and active –duty military personnel To take advantage of it- contact at customerservice@livecareer.com or call us LC#**
- We're running this promotion for the entire month of November. **December 1, the offer expires.**
- **For new orders only for war veterans**
- Unfortunately, **we won't have a good way to confirm they were in the military.** This is somewhat of a "good faith" promotion. But once our resume writers are working with the customers, their military background should come up. After all, we're writing a resume for them, so our writers should be able to screen people out if they're clearly being dishonest.

## November 05, 2014

### Password Link – LP

If the customer state that they cannot remember the password, Agent should:

- Ask the customer if they already utilized the forgot password link (**It is a must to ask, for data gathering**)
- If not, agent should send the link
- **Note:** Agent should indicate that they provided the PW link on the online tracker – "Additional Notes" field

If the cx already utilized the PW link, and still unable to get hold of the password:

- Agent should reset the pw to 123456
- Advise the cx to use it when logging in
- Provide "how to log back to the account link"
- Advise the cx that they can reset it afterwards or educate how to reset it
- **Note:** Agent should indicate that the cx already utilized the link, but it's not working or still unable to get hold of the pw — indicate it on the online tracker – "Additional Notes" field

## October 04, 2014

### Print on Demand Test – This is only for MPR customers

- **Live test for 20% of users** who hit the "post-conversion offer" page. That's the page that advertises Resume Review. It will run for a couple of days
- The **purpose of this test** is just to gather data on whether subscribers are interested in print-on-demand (**having their document printed and mailed to their house**)

- **We are NOT actually currently offering print on demand.** If a user clicks for more information, they are informed that the service is not currently available

## September 29, 2014

### MPR Cancellation Offers Live

- They are live now for 33% of users
- MPR cancellation discount offers
- This is only seen online
- These offers will be shown to users
  - who have not yet renewed and are still in the trial period
  - accounts that already renewed to the monthly service
- If there are issues online wherein cx cannot select the option or it's not going through, Agent should tell the cx that we will raise it to tech, turnaround time 1-2 business days – – – Give account details to any TL and cx's issue

## September 29, 2014

### The New York office has moved!!

Please see our new address below:

#### LiveCareer

**52 Vanderbilt Ave, 16th Floor  
New York, NY 10017**

## September 25, 2014

QAA's will strictly enforce the markdown under account maintenance (-10) if you did not specify clearly to the customer if the subscription/renewal is for monthly or 4 weeks.

**LC** – “I see that you purchased a 14 day full access subscription for \$——. If it's not cancelled before the end of the 14 days, your subscription will auto- renews into our 4 week recurring subscription. It does not appear that your subscription was cancelled. This is why you were charged the \$39.80/35.80. We stated that on our subscription sales page and the email confirmation we sent upon purchase”

**MPR** – You purchased our 14 day auto renewing subscription. The subscription was not cancelled during the 14 day period, and auto renewed to our 4 week recurring subscription on the 15th day. This is why you received that charge

- Note: It is not necessary to state the purchase amount and auto-renewal amount, unless cx is unaware of the amount being billed, provided different amount or is totally unaware of the service.\*\*
- If the customer says that they didn't know, did not see that, or that we never said anything about it, Agent will then state:  
—\*\* "The auto renewal is listed with the features of the 14 day subscription on the sales page, as well as on the payment and confirmation pages. You were also sent an email confirmation of the purchase that also listed the monthly rate and the date that your subscription would auto renew"

**Note:**

- The monthly subscription refers to the \$34.95 charge and the 4 week subscription is for the \$8.95 / \$9.95 per week billed every 4 weeks

## September 10, 2014

Starting today, until further notice, please make sure that you inform any leads if you'll have customers requesting for 6 refunds or more, regardless how many refunds you processed for the customer or if you sent it to billing, you still need to inform. As long as the customer initially requested 6 or more refunds please do so right away.

Please send the info in this format:

- Account ID:
- Customer Name:
- Account: (MPR/LC/UK)
- No. of monthly charges:
- No. of refunds being requested:
- No. of refunds issued:\*\*

## September 1, 2014

Please be informed that as of **August 28, 2014** new SKUs for MPR just went live.

Our current trial SKU on MPR is **\$2.95 renews \$8.95 recurring billed every four weeks (\$35.80)**

Now, 50% of our customers will see **\$2.95 renews \$9.95 recurring billed every four weeks (\$39.80)**

*Note: Check AB TEST first before giving out subscription price details to any customer.*

**August 22, 2014**

## **UK RESUME SERVICES GO LIVE**

### **Here are 2 big things to remember:**

- There is NO PHONE consultation
- Customers cannot SPEAK with a writer/expert before purchase- but they can email an expert

### **Vital Information about CV service:**

- CV WRITING SERVICE
  - Entry Level: Students and for Less than 3 years experience = £85
  - Professional Level: Mid-level professionals, managers = £185
  - Executive Level: Vice Presidents, C-level executives = £245

*Every writer on our staff is a professional writer with years experience writing CVs. We have industry specialists as well as executive CV writers.. Once you complete your order, we'll match you to the best CV writer for your project.*

- MUST HAVE
  - Needs to have an account with LC, even for free trial
- FEATURES
  - A one-on-one email consultation with your Professional CV Writer.
  - We'll email you when it is ready.
  - All orders (including Covering Letter writing) include one free revision based on written feedback, if requested, within 14 days after the order is complete. – You'll have a chance to review your completed CV and give us feedback. We'd be happy to revise the CV so that it better serves your needs.
  - You'll be able to download, print and email your CV in multiple formats.
- BENEFITS
  - Our Professional CV Writers will create you a job-winning CV for your target position.
  - Your CV will be results-focused
  - Will highlight your most marketable skills so that you stand out above the competition.
  - Satisfaction is guaranteed
  - Drives attention from employers.
- AVAILABILITY
  - If a customer wants to speak with a CV specialist before purchase, they can email [cvwriter@livecareer.co.uk](mailto:cvwriter@livecareer.co.uk) and a specialist will respond to their questions.

**NOTE:** For more information about CV Writing, please go to [OTHER SERVICES](#)

**NOTE:** Only CV Writing and Cover Letter Writing is available for LC UK, no Resume Review yet

## August 19, 2014

### SENDING TICKET VIA LP

I think we may have an issue with how some agents are responding to a certain type of email ticket.

When customer's use the email form on the website: [Site Email Link](#) – [http://www.livecareer.com/contact-us#.U\\_JhAlVdV\\_Q](http://www.livecareer.com/contact-us#.U_JhAlVdV_Q)

The ticket comes into LP/LHN with a livecareer email address (I believe it's **outgoing@livecareer.com**).

When responding to these tickets, the agents need to copy/paste the customer's email (provided in the body of the ticket) into the "TO:" field before they send.

## August 15, 2014

Team,

Please be advised that tech already removed the automatic notation placed in admin tool when customers process cancellations by themselves (online).

Activity of the user may be viewed under Activity link on Site User link and Activity Report on the Find subscription page, that shows: Subscription Cancelled by User. These links can also be viewed for all other activities for the user like: User Subscribed, Document Downloaded etc. with time and date.

Under Notes, we'll see only manually added comments/notes.

Please make sure that everyone is aware of this.

### UPDATE

**Tech fixed the issue with the auto notations when cancelling accounts online please tell your agents that they should be able to see this again on the notes**

## August 12, 2014

### Refund Process

If the customer called/chats/emailed for the third time asking for a refund (*based on the notes*), then we can go ahead and refund all the remaining charges for the customer and no need to provide rebuttal.

### FAQ's:

- **If there is a ticket sent to billing for the charges**
  - If it's the third time of the customer calling for a refund then we can cancel the ticket sent to billing department and refund **ALL** remaining charges
- **If the previous documentation did not state that cx was asking for a refund and it is the third time of the customer calling but first time asking for a refund**
  - If it's the first time for the customer to ask for a refund (based on the notes) then we must follow proper call flow (maximum of 3 refunds)
- **Will there be a markdown if I did not refund the charges?**
  - If it's already the third time of the customer to call and ask for a refund and still no refund was processed – markdown under Willingness to help(-3)
- **Should I still ask permission from a supervisor before I processed the refund (more than 3 charges)?**
  - If it's the third time of the customer calling for the refund then there is no need ask for a supervisor's approval but make sure that it is properly documented
  - You can process refund on **ALL** remaining charges
- **Should I still explain the auto renewal feature if the charges were already sent to billing and cx called to ask for more?**
  - There is no need to explain the auto renewal feature but we need to advise the customer if the billing department already responded on the initial request before processing a refund for the rest of the charges
- **If it's the second time of the customer to call and they just want to follow up on the refund sent to billing**
  - We must inform the customer of the status of the ticket and if its more than 3 business days then we must ask a supervisor for follow up
- **If the bank representative called asking for a refund and based on the notes it is the 3rd time for the customer/bank rep to ask for the refund**
  - If the bank representative was able to verify the account (provided email or last 4 digits of the card) then All remaining charges can be refunded

## August 06, 2014

### Admin tool Customer Service Survey Tool:

Starting today, when you leave a note on a customer account, there is going to be a drop down for sending the survey. You will have 4 options:

1. No survey
2. Send RB survey
3. Send MPR survey

#### 4. Send UK survey

Unless the customer has already been sent a survey or an you are leaving follow up notes, you will need to select the correct survey and submit.

#### FAQ's:

##### 1. Will I send survey on all calls/chat/email?

- the only time you won't send a survey is if the customer has already been sent one
- EX: **Survey Sent 8/6/2014 9:33:30 AM**
- we only send 1 survey per customer, regardless if they have multiple accounts with us or called for a different reason, we will send just one survey unless the customer requests for it

##### 2. Do I have to inform the customer that a survey will be sent?

- There is no need to inform them about the customer service survey (*please be reminded that this is different from sitejabber feedback*)

##### 3. For email (ticket), do I have to send a survey if the request via ticket is for cancellation?

- You will only notate the account and send a survey if you processed a refund, edit the resume of the customer or anything that will be changed on the account/resume. No need to send a survey for a cancellation request via email.

##### 4. If a bank representative called to verify charges/ask for cancellation/seek refund, do I have to send a survey?


- If the bank representative called **without** the customer on the other line then there is no need to send a survey
- If the bank representative called **with** the customer on the other line, regardless of the concern, we still need to send a survey

##### 5. If the customer is claiming that she/he is not the one who made the account and they are claiming that it is fraud OR cx claims that someone used their card and that they do not know who owns the email on the account.








- Do not send a survey if the customer claims that it is a fraud account and/or they do not know the person whose name and email is on the account
- If cx claims that the account is fraud but it was established that the name and email on the account was for her/him, we still send a survey.

## 6. What does the survey look like?

Can we get your feedback?  [Inbox](#)

LiveCareer <feedback@livecareer.com>  
to me

9:46 PM (2 minutes ago) ☆

### Thank you for contacting LiveCareer Customer Service

Dear Glen,

Recently you contacted our customer service department. We are constantly looking to improve our products and services, and hope you would assist us by taking a few moments to fill out a quick 5 question survey to let us know how your interaction with our customer service team went.

Please click on the button below to launch a new window with our 5 question survey. We thank you in advance for your assistance in helping us make sure that our customer service is world class.

[Take Survey!](#)

Sincerely,  
The LiveCareer Team

LiveCareer periodically sends emails to its subscribed members. You subscribed as [glen.pascan1@gmail.com](#) when you registered for your free account with LiveCareer on 16/7/2012. To ensure the delivery of LiveCareer email, please take a moment to add [member@livecareer.com](#) to your email address book or safe list. [Find out how](#). You can [unsubscribe](#) at any time. LiveCareer values your privacy; read our [privacy policy](#).

LiveCareer N.A. Inc. 1 Hallidie Plaza, Suite 600, San Francisco, CA 94102

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SurveyMonkey, Inc. [US] <https://www.surveymonkey.com/s.aspx?sm=d9VPg0HFkXlarNTVtSdbMw%3d%3d>

Apps Gmail: Email from G... LiveCareer Admin Resume Builder | Fre... My Knowledge Bu... MicroSourcing - Off... Facebook Google Manula.com Classmarker.com Soovey - Free onlin... WireCard

LiveCareer Customer Service Feedback Survey

- How would you rate the level of service you received from your Customer Service Representative?  
 Very poor ☐ Poor ☐ Neutral ☐ Good ☐ Very good ☐
- How satisfied are you with the way your issue was resolved?  
 Very unsatisfied ☐ Unsatisfied ☐ Neutral ☐ Satisfied ☐ Very satisfied ☐
- How satisfied are you with our Resume Builder?  
 Very unsatisfied ☐ Unsatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied ☐
- How likely is it that you would recommend LiveCareer to a friend or colleague?  
 1 - Not Very Likely ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 - Highly Likely ☐
- Is there anything else you think we should know?

[Prev](#)
[Done](#)

Powered by **SurveyMonkey**  
 Check out our [partner success](#) and create your own now!

\*\*\*for any questions or clarifications please direct them to you QAA's or Supervisors\*\*\*

## August 06, 2014

### SKUs for Cancellation Offer / Retention Offer

This is a page that subscribers see when they go to cancel through the website. This ticket is applicable to all LC US, Resume-Now and Cover-Letter-Now

1. "Free Monthly" – - this is a \$0 SKU that renews at \$9.95/week billed every four weeks.
2. "\$3.00/month Recurring" – - this is a recurring SKU at \$3 per month, pretty self-explanatory
3. "\$39.80/year" – - this is a recurring annual SKU at \$39.80 per year

**LiveCareer®**  
Home of America's #1 Resume Builder

SHARE & CONNECT 8+1 297 Like 0 Tweet 0

LIVE HELP 7 days a week VINEY

RESUMES COVER LETTERS INTERVIEWS JOBS CAREER RESOURCES

## Viney, are you sure you want to cancel?

Keep access — and save. **Today only!**

### Get 1 Month FREE

Get full access **FREE** for a month (renews at \$9.95 per week billed every four weeks)

**CHOOSE**

### Most Popular \$3/Month Unlimited

Pay just \$3/month for full access for as long as your job search lasts!

**CHOOSE**

### Get 1 Year for the Price of 1 Month!

Get a full year's subscription for the price of one month (only \$39.80). **You save over 90%!**

**CHOOSE**

**Need help with anything?**

**1-888-816-0576**  
Support 7 Days a week 6am - Midnight EST  
[customerservice@livecareer.com](mailto:customerservice@livecareer.com)

**Chat Now**

**Did you know...**

In a recent survey, 91% of senior managers said cover letters matter when screening applicants. Create an impressive cover letter fast with our cover letter builder!

**Create a cover letter now**

**Still want to cancel?**

☒ I understand the terms of cancellation and want to cancel my account

**YES, CANCEL MY SUBSCRIPTION**

**NO, DON'T CANCEL**

**LiveCareer®**

New York San Francisco UK Phone

- For LC US, Resume-Now and Cover-Letter-Now customers
- Will only be available to 50% of the customers
- This is only seen online
- These offers will be shown to users
  - who have not yet renewed and are still in the trial period
  - accounts that already renewed to the monthly service

- If there are issues online wherein cx cannot select the option or it's not going through, Agent should tell the cx that we will raise it to tech, turnaround time 1-2 business days – – Give account details to any TL and cx's issue
- Tech are planning to add SKU's for these options on Admin tool

\*\*\*for any questions or clarifications please direct them to you QAA's or Supervisors\*\*\*

## July 16, 2014

### \$19.95/month sub offer – For returning User Only (LC US)

- The RB returning users monthly \$19.95 SKU renews at \$19.95 each month. It should say so in the confirmation email.

The screenshot shows a web browser window titled "Activate Subscription - Google Chrome" with the URL [www.livecareer.com/Billing/activatesubscriptionalt-b.aspx?docid=48863658&doctype=pdf&case=2&from=html](http://www.livecareer.com/Billing/activatesubscriptionalt-b.aspx?docid=48863658&doctype=pdf&case=2&from=html). The page features the LiveCareer logo and a navigation bar with "Support 7-days a week Phone, Email & Live Chat". A large banner says "Welcome Back, Yvette" and "Print and Download Instantly!". A yellow badge on the right says "RETURNING EXCLUSIVE SAVE". The main offer is "\$34.95 ~~SAVE 42%~~ \$19.95". Below this, it says "Returning Members Only" and "One Month Full Access". A list of features includes: "Create as many resumes and cover letters as you like", "Download in any format (Word, PDF, .RTF, .TXT)", "Save, print and email your resume from your computer", and "Renews automatically each month, cancel anytime". On the right, under "Subscription Features", there are icons and descriptions for: "Download & save in multiple (Word, PDF, .RTF, .TXT)", "Cover Letter Builder create a cover letter in minutes", "Customize and create multiple resumes and cover letters", and "Resume-Check NEW".

### Additional Information:

- Only offered to returning user
- Auto-renews at \$ 19.95
- Currently this SKU is available to 50% of returning users on RB.
- Cx should be the one to initiate asking about the offer
- Agent should not pro-actively offer this
- Should NOT be offered for downgrade (if cx is a returning user and wants a month access)
- There's no SKU for this on Admin Tool ("There is a lot of risk around this new SKU since the price is greatly reduced... we would like to A/B test this extensively before making it widely available")
- If cx wants to purchase, they can do it online
- If cx wants you to do it for them, log on to their account and help them process the payment
- Agents need to educate the cx that it will auto-renew at \$ 19.95 each month unless cancelled
- If there are online issues and cx cannot process the payment online, Agent should:
  - use the 1 month \$34.95 SKU, and then use the \$5 & \$10 discounts on the admin page. This will lower the price to the \$19.95 price point. (see screenshot below)
  - Since this offer needs to auto-renew, if there are issues online in processing the payment – Just let the customer know that this is for 1 month, and if they want to continue, to call in and you can set it up for another month after that.

### Order Product or Subscription

**User Information.**

Email Address : ASPulliam@gmail.com  
 First Name : April  
 Last Name : Pulliam  
 Partyid/Account No : 32991803

**Subscription Plan**

☐ RB 29 MONTHLY 1M 29 (\$ 29.00)

☒ RB 34.95 1M (\$ 34.95)

☐ RB 4.95 INIT 7D TO 34.95 MNTH (\$ 34.95)

☐ RB 95.40 ANNUAL (\$ 95.40)

☐ CLB 4.95 INIT 7D TO 34.95 MNTH (\$ 34.95)

☐ CLB 95.40 ANNUAL (\$ 95.40)

☐ RB 7D EXP 9.95 (\$ 9.95)

☐ RB 3.95 INIT 5D TO 34.95 MNTH (\$ 34.95)

☐ RB 1.95 INIT 1D TO 34.95 MNTH (\$ 34.95)

**Select Portal**

**Discount**

☒ DISC 5 (\$ -5.00)

☒ DISC 10 (\$ -10.00)

☐ DISC 20 (\$ -20.00)

☐ DISC 30 (\$ -30.00)

**Resume Review**

☐ RES RVW 19.95 (\$ 19.95)

☐ RES RVW COMP (\$ 0.00)

**July 09, 2014**

We have Resume Servies for MPR – Resume Review and Resume Writing\*

- Resume Writing started **July 9**
- Prices and Process (same with LC)
- All refund request should be forwarded to TL, TL will then email proper dept., cx will receive response in 1-2 business days

- Giving complimentary. – Writers will decide on that. TL will be given a heads up on that, so agent should ask TL first re: this matter

## July 08, 2014

### Free \$25 GC

In the event that a customer asked for any information regarding a \$25 Gift Certificate or any promotion for LC or MPR, kindly follow the steps below:

1. Ask probing questions regarding the promotion
2. Get the information of the customer (Customer's name, account ID and email address)
3. Send details to any supervisor on duty with accurate concern/inquiry of the customer
4. Advise customers that we will be forwarding their query to one of our departments and they should hear from them within the next 2-3 business days

## July 08, 2014

With regard to our upsells of resume review to resume writing, instead of refunding the resume review purchase price of \$19.95 to customers who purchased writing, process the purchase of the writing service with the \$20 discount.

### Steps:

1. Select proper portal
2. Click on \$20 discount
3. Select the appropriate amount for the RW
4. Submit

**Always seek guidance from a TL before processing any payment for RR or RW**



## Order Product or Subscription

### User Information.

Email Address : gandhideep01@gmail.com  
 First Name : DEEP  
 Last Name : GANDHI  
 Partyid/Account No : 73953082

### Subscription Plan

- ☐ RB 29 MONTHLY 1M 29 (\$ 29.00)
- ☐ RB 34.95 1M (\$ 34.95)
- ☐ RB 4.95 INIT 7D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 95.40 ANNUAL (\$ 95.40)
- ☐ CLB 4.95 INIT 7D TO 34.95 MNTH (\$ 34.95)
- ☐ CLB 95.40 ANNUAL (\$ 95.40)
- ☐ RB 7D EXP 9.95 (\$ 9.95)
- ☐ RB 3.95 INIT 5D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 4.95 INIT 10D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 4.95 INIT 5D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 9.95 6 MNTH - 59.70 (\$ 59.70)
- ☐ RWZ 4.95 INIT TO 34.95 MNTH (\$ 34.95)
- ☐ RB 3.95 INIT 7D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 2.95 INIT 5D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 2.95 INIT 3D TO 34.95 MNTH (\$ 34.95)
- ☐ RWZ 95.40 ANNUAL (\$ 95.40)
- ☐ RWZ 34.95 1M (\$ 34.95)
- ☐ CLB 3.95 INIT 7D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 3.95 INIT 10D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 3.95 INIT 14D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 2.95 INIT 7D TO 34.95 MNTH (\$ 34.95)
- ☐ CLB 2.95 INIT 7D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 2.95 INIT 14D TO 34.95 MNTH (\$ 34.95)
- ☐ RWZ 3.95 INIT TO 34.95 MNTH (\$ 34.95)
- ☐ RB 2.95 INIT 30D TO 34.95 MNTH (\$ 34.95)
- ☐ RWZ 3.95 INIT 14D TO 34.95 MNTH (\$ 34.95)
- ☐ CLB 2.95 INIT 14D TO 34.95 MNTH (\$ 34.95)

Select Portal livecareer

### Discount

- ☐ DISC 5 (\$ -5.00)
- ☐ DISC 10 (\$ -10.00)
- ☒ DISC 20 (\$ -20.00)
- ☐ DISC 30 (\$ -30.00)

### Resume Review

- ☐ RES RVW 19.95 (\$ 19.95)
- ☐ RES RVW COMP (\$ 0.00)
- ☐ RES RVW 7.95 (\$ 7.95)
- ☐ RES RVW 16.95 (\$ 16.95)
- ☐ RES RVW 19.95 (CDN\$19.95)
- ☐ RES RVW 19.95 (A\$19.95)

### Resume writing

- ☐ RES WRIT - ENTRY 85.00 (\$ 85.00)
- ☒ RES WRIT - PROF 160.00 (\$ 160.00)
- ☐ RES WRIT - EXEC 245.00 (\$ 245.00)
- ☐ RES WRIT - FED 300 (\$ 300.00)
- ☐ RES WRIT - ENTRY 125.00 (\$ 125.00)
- ☐ RES WRIT - PROF 185.00 (\$ 185.00)
- ☐ RES WRIT - EXEC 260.00 (\$ 260.00)
- ☐ RES WRIT - KSA 50.00 (\$ 50.00)
- ☐ RES WRIT - ENTRY 95.00 (\$ 95.00)
- ☐ RES WRIT - PROF 180.00 (\$ 180.00)
- ☐ RES WRIT - EXEC 275.00 (\$ 275.00)
- ☐ RES WRIT-ENTRY TO POF UPGRADE 75.00 (\$ 75.00)
- ☐ RES WRIT-PROF TO EXEC UPGRADE 85.00 (\$ 85.00)

**June 12, 2014**

## NEW PORTAL ON ADMIN TOOL

When processing a payment:

- Agent should select a portal from the drop down list

## Order Product or Subscription

### User Information.

Email Address : knujmai@hotmail.com  
First Name : BETTY  
Last Name : MATSUMOTO  
Partyid/Account No : 72017536

### Subscription Plan

- ☐ RB 34.95 1M (\$ 34.95)
- ☐ RB 4.95 INIT 7D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 95.40 ANNUAL (\$ 95.40)
- ☐ CLB 4.95 INIT 7D TO 34.95 MNTH (\$ 34.95)
- ☐ CLB 95.40 ANNUAL (\$ 95.40)
- ☐ RB 7D EXP 9.95 (\$ 9.95)
- ☐ RB 3.95 INIT 5D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 4.95 INIT 10D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 4.95 INIT 5D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 9.95 6 MNTH - 59.70 (\$ 59.70)
- ☐ RWZ 4.95 INIT TO 34.95 MNTH (\$ 34.95)
- ☐ RB 3.95 INIT 7D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 2.95 INIT 5D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 2.95 INIT 3D TO 34.95 MNTH (\$ 34.95)
- ☐ RWZ 95.40 ANNUAL (\$ 95.40)
- ☐ RWZ 34.95 1M (\$ 34.95)
- ☐ CLB 3.95 INIT 7D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 3.95 INIT 10D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 3.95 INIT 14D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 2.95 INIT 7D TO 34.95 MNTH (\$ 34.95)

Select Portal

### Discount

- ☐ DISC 5 (\$ -5.00)
- ☐ DISC 10 (\$ -10.00)
- ☐ DISC 20 (\$ -20.00)
- ☐ DISC 30 (\$ -30.00)

### Resume Review

- ☐ RES RVW 19.95 (\$ 19.95)
- ☐ RES RVW COMP (\$ 0.00)
- ☐ RES RVW 7.95 (\$ 7.95)
- ☐ RES RVW 16.95 (\$ 16.95)
- ☐ RES RVW 19.95 (CDN\$19.95)
- ☐ RES RVW 19.95 (A\$19.95)

### Resume writing

- ☐ RES WRIT - ENTRY 85.00 (\$ 85.00)
- ☐ RES WRIT - PROF 160.00 (\$ 160.00)
- ☐ RES WRIT - EXEC 245.00 (\$ 245.00)
- ☐ RES WRIT - FED 300 (\$ 300.00)
- ☐ RES WRIT - ENTRY 125.00 (\$ 125.00)
- ☐ RES WRIT - PROF 185.00 (\$ 185.00)
- ☐ RES WRIT - PROF 200.00 (\$ 200.00)



**User Information.**

Email Address : knujmai@hotmail.com  
 First Name : BETTY  
 Last Name : MATSUMOTO  
 Partyid/Account No : 72017536

**Subscription Plan**

- ☐ RB 34.95 1M (\$ 34.95)
- ☐ RB 4.95 INIT 7D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 95.40 ANNUAL (\$ 95.40)
- ☐ CLB 4.95 INIT 7D TO 34.95 MNTH (\$ 34.95)
- ☐ CLB 95.40 ANNUAL (\$ 95.40)
- ☐ RB 7D EXP 9.95 (\$ 9.95)
- ☐ RB 3.95 INIT 5D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 4.95 INIT 10D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 4.95 INIT 5D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 9.95 6 MNTH - 59.70 (\$ 59.70)
- ☐ RWZ 4.95 INIT TO 34.95 MNTH (\$ 34.95)
- ☐ RB 3.95 INIT 7D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 2.95 INIT 5D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 2.95 INIT 3D TO 34.95 MNTH (\$ 34.95)
- ☐ RWZ 95.40 ANNUAL (\$ 95.40)
- ☐ RWZ 34.95 1M (\$ 34.95)
- ☐ CLB 3.95 INIT 7D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 3.95 INIT 10D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 3.95 INIT 14D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 2.95 INIT 7D TO 34.95 MNTH (\$ 34.95)
- ☐ CLB 2.95 INIT 7D TO 34.95 MNTH (\$ 34.95)
- ☐ RB 2.95 INIT 14D TO 34.95 MNTH (\$ 34.95)
- ☐ RWZ 3.95 INIT TO 34.95 MNTH (\$ 34.95)

**Select Portal**

--Select--

--Select--

cdi

monster

livecareer

special

insidemilitary

whatdegree

tfct

LCU

frt

cst

sab

dp

resume-now

cover-letter-now

resume-check

myperfectresume

JobTap

Employer JobTap

Livecareer UK

**Discount**

- ☐ DISC 5 (\$ -5.00)
- ☐ DISC 10 (\$ -10.00)
- ☐ DISC 20 (\$ -20.00)
- ☐ DISC 30 (\$ -30.00)

\$ 19.95)

(\$ 0.00)

\$ 7.95)

\$ 16.95)

(CDN\$19.95)

(A\$19.95)

RY 85.00 (\$ 85.00)

☐ RES WRIT - PROF 160.00 (\$ 160.00)

☐ RES WRIT - EXEC 245.00 (\$ 245.00)

☐ RES WRIT - FED 300 (\$ 300.00)

☐ RES WRIT - ENTRY 125.00 (\$ 125.00)

☐ RES WRIT - PROF 185.00 (\$ 185.00)

☐ RES WRIT - EXEC 260.00 (\$ 260.00)

☐ RES WRIT - KSA 50.00 (\$ 50.00)

☐ RES WRIT - ENTRY 95.00 (\$ 95.00)

**June 11, 2014**

**\$9.95 7 day extension is now available for MPR customers**

- Only available for purchase via phone
- Make sure to set to expire (just like with lc)
- *Under Take Order* – **MPR 7D EXP 9.95 (\$ 9.95)**

**Sitejabber**

- Subject for the email should be: **We'd like your feedback**
- Closing for the email:
  - Instead of "Sincerely , (operator.displayname) It should be:

Regards,  
The MyPerfectResume Team

or

Regards,  
The LiveCareer Team

**May 26, 2014**

#### **FOR MPR ONLY**

- Avoid phrases “this is a valid charge”, “we made every attempt to..”, “we state” that the subscription needs to be cancelled within the 14 days

We should go by this scripting in explaining auto-renewal:

**“You purchased our 14 day auto renewing subscription. The subscription was not cancelled during the 14 day period, and auto renewed to our monthly subscription on the 15th day. This is why you received that charge”**

If the customer says that they didn’t know, did not see that, or that we never said anything about it or asking if refund can be process: – that’s the time the agent will rebut

(to avoid stating “ this is valid charge”) **“The auto renewal is listed with the features of the 14 day subscription on the sales page, as well as on the payment and confirmation pages. You also were sent an email confirmation of the purchase that also listed the monthly rate and the date that your subscription would auto renew.”**

If cx insists.. then agent states “with regard to the charge, let me see what I can do about it. Since there’s no account activity made after the 14 days, I can make an exception to issue a one time courtesy credit in a pro-rated amount of \$——.”

**May 23, 2014**

#### **Asking Happy Customers for SiteJabber Reviews**

We want to start asking our happy customers if they could post a review for us in SiteJabber.

The links that you can send customers via chat:

- LiveCareer – <http://www.sitejabber.com/biz-review?key=5310037b0681c>
- LiveCareer UK – <http://www.sitejabber.com/biz-review?key=5362ddb7c279e>
- MPR – <http://www.sitejabber.com/biz-review?key=5362ddefe5a85>

This will be offered to:

- Cx who found a job without objection or dispute to the monthly charge
- Cx expresses satisfaction
- Happy cx
- Cx giving Kudos

Note:

- Like us on FB to be replaced by Sitejabber Feedback:
- Agent should say: **We would also appreciate if you would post a feedback on your Livecareer/ My Perfect Resume experience on sitejabber. We'll be sending you an email after this call. Thank you for your time** then after state pre-closing
- SiteJabber Feedback canned response is added in LP

## LIVECAREER CUSTOMERS

Dear [name],

Thanks for being a LiveCareer customer. We're constantly striving to provide our customers with the best service possible, so that we can help them find the jobs they want, faster.

With that in mind, we'd really appreciate your honest feedback on your LiveCareer customer service experience.

To leave a review on SiteJabber, please [CLICK HERE](#).

We appreciate your business and wish you great success in your job search and your career!

Regards,

The LiveCareer Team

## MPR CUSTOMERS

Dear [name],

Thanks for being a MyPerfectResume customer. We're constantly striving to provide our customers with the best service possible, so that we can help them find the jobs they want, faster.

With that in mind, we'd really appreciate your honest feedback on your MyPerfectResume customer service experience.

To leave a review on SiteJabber, please [CLICK HERE](#).

We appreciate your business and wish you great success in your job search and your career!

Regards,

The MyPerfectResume Team

## **UK CUSTOMERS**

Dear [name],

Thanks for being a LiveCareer.UK customer. We're constantly striving to provide our customers with the best service possible, so that we can help them find the jobs they want, faster.

With that in mind, we'd really appreciate your honest feedback on your LiveCareer customer service experience.

To leave a review on SiteJabber, please [CLICK HERE](#).

We appreciate your business and wish you great success in your job search and your career!

Regards,

The LiveCareer Team

**May 22, 2014**

**Scenario:** Cx already purchased the \$34.95 or any monthly subscription, but cx opted for the annual subscription instead

### **Process moving forward:**

- Refund the \$34.95 or monthly subscription the cx purchased
- Inform cx of the cancellation and refund for \$34.95, give disclosure: cancellation confirmation email and refund turnaround time
- Process payment for the \$95.40, give disclosure: payment confirmation email, advise auto-renewal, advise cx to refresh page for changes to take place

**May 1, 2014**

**Resume Review for MPR is now available**

RR for MPR under Take Order

### **MPR Resume Review**

- MPR RES RVW 19.95 (\$19.95)

NOTE: Please read details for Resume Review under the category OTHER SERVICES (LC and MPR)

**April 30, 2014**

### **QA Updates**

**If the caller is the bank rep, asking what the charge is for**

- NO MARKDOWN
  - we follow same process, with rebuttal.
- WITH MARKDOWN
  - did not follow process

**If the account is suspended**

- NO MARKDOWN
  - No need to offer CLB
- WITH MARKDOWN
  - still offered – ding under Offered CLB/RM

**If the account shows suspended on admin tool and cx wants to reactivate**

- NO MARKDOWN
  - set account to expire via admin tool
  - process payment for the reactivation of the account
- COACHING POINT ONLY
  - still disclosed that the account is in suspended status, advised cx of cancellation email

**If the card information has been compromised the account holder doesn't know the person who used the card**

- NO MARKDOWN
  - No Upsell needed
- WITH MARKDOWN

- still offered – ding under Offered CLB/RM

**If the cx said “sure will, okay, sure etc.” after stating refer and offer Like us on FB**

- NO MARKDOWN
  - Agent should acknowledge that
- WITH MARKDOWN
  - Did not acknowledge – ding under Empathy

**If cx wants to reactivate service and is aware of the \$9.95, but does not shows as returning user via admin tool and when you login as user the options show are: monthly and annual service, we process \$9.95 as per cx’s request**

- NO MARKDOWN
  - we process \$9.95 as per cx’s request
- WITH MARKDOWN
  - if agent process initial payment when cx wanted the \$ 9.95 to reactivate service

**Cx stated “I have cancelled online, but it was not cancelled” – No need to apologize**

- NO MARKDOWN
  - if agent apologize or did not apologize
- WITH MARKDOWN
  - n/a
- COACHING POINT ONLY
  - if agent apologize -no markdown, you can educate the agent no need to apologize for this particular scenario

**Call Flow A: I want to cancel – I suppose you have a new job  
but cx does not have a job- whatever reason the cx stated, agent should acknowledge**

- NO MARKDOWN
  - I don’t want to be billed further – I understand, let me cancel it now to avoid further charges
  - It’s just for a school project – We hope that we’re able to help you through
  - I need it for a promotion – that’s good to know, we wish you career success
  - Site issues/ formatting issues and the like – I apologize, let me help you further, what seems to be the error?
  - It’s way too expensive – I understand, we have it on a monthly service because many of our customer use our service during their entire job search to customize resume and cover letter for each position they apply to

- **Note:** If agent just stated “ I understand” only for all the scenarios given, that will do, but NOT for “It’s way too expensive” and Site issues/ formatting issues and the like
- WITH MARKDOWN
  - if agent did not acknowledge, we ding agent under Empathy line item for not acknowledging
  - if agent just stated “I understand for scenario” It’s way too expensive, agent should supply it with other statement
- COACHING POINT ONLY
  - If agent just stated “ I understand” for these scenarios: I don’t want to be billed further, It’s just for a school project, I need it for a promotion and other concern

### **Call Flow C: (charges inquiry) after explaining auto-renewal policy thoroughly...**

- NO MARKDOWN
  - if cx stated “I DO NOT WANT IT/ NEED IT” and the like – agent can go ahead and cancel the service
  - If there are no statement such that, then agent can state ”A request for cancellation should be made to avoid further charges
- WITH MARKDOWN
  - with NO statement like I DO NOT WANT IT/ NEED IT” and the like –agent cancelled service right away after explaining auto-renewal- markdown under Account Maintenance
  - Stated ”If you want we can go ahead and cancel the service”- pro-actively offer cancellation - markdown under Account Maintenance

### **Chats:**

#### **How many “stallers max”? is there a markdown if agent incurred N times?**

- NO MARKDOWN
  - if issues are about editing, internet or LP issues – no markdown for stallers
- WITH MARKDOWN
  - if the agent incurred 3-4 On-hold messages (“stallers”) in a row – we ding agent under show willingness to help, because agent should be prompt in addressing cx’s concern
  - There are 3-4 “stallers” at the onset – No concern has been stated yet – we ding under show willingness to help

#### **Wrong Canned response sent (accidentally pressed Hot Keys)**

- NO MARKDOWN
  - Agent apologized or state “please disregard the message”
- WITH MARKDOWN

- sent wrong canned response, but agent DID NOT apologize or DID NOT state please disregard the message sent

## March 31, 2014

### assisting cx for misrouted call/chats

- **LC agent** – who received editing concern from an MPR cx by phone or via chat – TRANSFER to MPR dedicated agents
- **MPR agent** – who received editing concern from an LC cx by phone or via chat – NO NEED TO TRANSFER, handle and assist the cx
  - For other concerns (cancellation, charge inquiry, purchase, etc.), if it's a misrouted call/chat you have to assist the cx.
- **LC UK** misrouted calls/chats should still be transferred to LC UK AGENTS
  - UK accounts with **cancellation concern only** can be handled by MPR or LC US agents if misrouted (calls/chats/email)

## March 26, 2014

**LC UK** – system already accepts maestro card as of March 05, for the mean time only 5% of our cx can see this payment option.

## March 11, 2014

This test will go live on the sell page. It will test removing the annual SKU and replacing with customer reviews. So customers who see this will not be able to purchase the annual SKU.



Support 7-days a week Phone, Email &  Live Chatpowered by 

## Upgrade for Instant Access to All Features

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- After 14 days, auto-renews \$9.95/week billed every 4 weeks
- Cancel Anytime

#### Reviews from Our Members



"This company was wonderful and extremely helpful. I was hired at a great law firm with the assistance of this website. Definitely referring people to this website!"  
- **Pandora Castro**, 11/11/2013

"Thank you so much for your help. Since I sent my cover letter I have received many calls from employers and now I can choose." - **Guillermo Solano**, 2/10/2014

### Subscription Features



Download &amp; save in multiple formats (Word, PDF, .RTF, .TXT)

**Cover Letter Builder** - create a cover letter in minutes

Customize and create multiple resumes and cover letters

**Resume-Check** **NEW**

Scans your resume for 20 critical mistakes

[Continue ➔](#)

You may cancel by [email](#), by chat or by calling us at Toll Free 1-888-816-0576.



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**Resume-Check** **NEW**

Scans your resume for 20 critical mistakes

If you're unhappy for any reason during the first 14 days, just let us know-- **we'll refund your money.**
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You may cancel by [email](#), by chat or by calling us at Toll Free 1-888-816-0576.

## February 28, 2014 shift ( 03/1/2014 MLA)

- Discoverd card is already activated

## February 28, 2014

- We are taking the \$0.95 trial SKU live today at 5pm. It will show for 20% of users.

## January 20, 2014

### Process when raising editing issues make sure you follow these steps:

- Ask if the user uploaded an existing resume or did he/she start from scratch on our editor
- Take a screenshot of the file in the editor
- Download a PDF version and send it to any of the leads

## January 13, 2014

**ANY REFUND REQUESTS FOR PREMIUM SERVICES (RW, Cover letter or RR) HAS TO BE REPORTED TO OUR LEADS. PLEASE MAKE SURE TO PUT DETAILED NOTES IN ADMIN TOOL INCLUDING THE LEAD YOU HAVE RAISED THE REQUEST TO.**

## November 15, 2013

We are pleased to announce successful launch of **LCUK Cover Letter Builder** today.  
Please check this URL – <http://www.livecareer.co.uk/covering-letter-builder>

In addition, LC UK agent will now offer cover letter builder to their customers.

## November 11, 2013

This may be a small distinction but I noticed lately that several agents have been writing about “**subscriptions**” more frequently with regard to resume services purchases.

I'd like to make sure we name these inquiries as Resume Writing, Cover Letter Writing or Resume Review. **NO subscription** associated with these.

This is particularly important if agents are speaking to customers or emailing or chatting with them. The subscriptions are a distinctly different way of charging (and renew), and as you know may have bad associations with them.

Resume services is the professional services part of LC and individual writers and reviewers prepare actual documents for customers. Not subscriptions.

It's not the end of the world when this happens, but if you can work with your team to not use “subscriptions” when referring to services that customers purchase I'd appreciate it.

## October 17, 2013

We had a release go live today. Some of the items to let the team know about:

- More price testing for RB  
Addition of new SKU “\$9.95/week billed every 4 weeks” for RB
- 2 new ‘My Home Page’ options being tested for RB
- A ‘Job Alert’ opt in page
- New builder loading animation (not really important, but is nifty)
- New Resume Review submission/intake form

## October 15, 2013

### **CAREER TEST: Deluxe vs Premium**

“The only difference between the premium and the deluxe (besides price) is the detail in the report that is sent after the customer completes it.

The Deluxe goes into more detail and depth in the analysis”

## October 10, 2013

Please be reminded that every customer requesting to talk to a supervisor starting today, you need to transfer the call.

Here are the steps:

1. Place the customer on Mute.
2. On your Ameyo, click the Transfer button.
3. Click User, and then select the name of the available supervisor on the drop down list then press Transfer. Please check Image Number 1.
4. Kindly send a PM first to the available supervisor and then provide all the needed info like the reason why the customer wanted to talk to a supervisor and then the email add/account ID. After that, do the Warm Transfer.

Here's the spiel:

Sup: Thank you for choosing LC, LC UK, MPR, this is Moncie how can I help you?

Agent: I have a customer on the other line, and he/she wants to talk to supervisor. His/Her name is:

Sup: Go ahead and transfer the customer.

5. Lastly, for our reps, to transfer or end the call, just click on Hangup Customer. Check Image Number 2.

This will apply to LiveCareer US, LiveCareer UK and MPR. If you do have questions, concerns or suggestions, you know the drill.

Firefox | Ameyo (Professional) On-Dema... | Admin | Live Career :: Cancel Subscription | Live Career :: Find a Subscription | Customer Service Issue Tracker | Inbox (15) - asia.salcedo@i

http://208.80.180.207:8888/ameyowebaccess/ | Google

Most Visited | Getting Started | Latest Headlines | Resume Services - My ...

DRISHTI | Preferences | Logout | Autocall

Home | CRM | Duration: 3:23 min 17 sec | Last Activity Since: 2 min 11 sec | Campaign: LiveCareer | Chat Id: | Customer: 7207081001 <7207081001> | Chat Status:

**Transfer**

Phone:

In call:

Campaign: LiveCareerUK

IVR: Default IVR

Agent Queue: Issues\_logging\_in

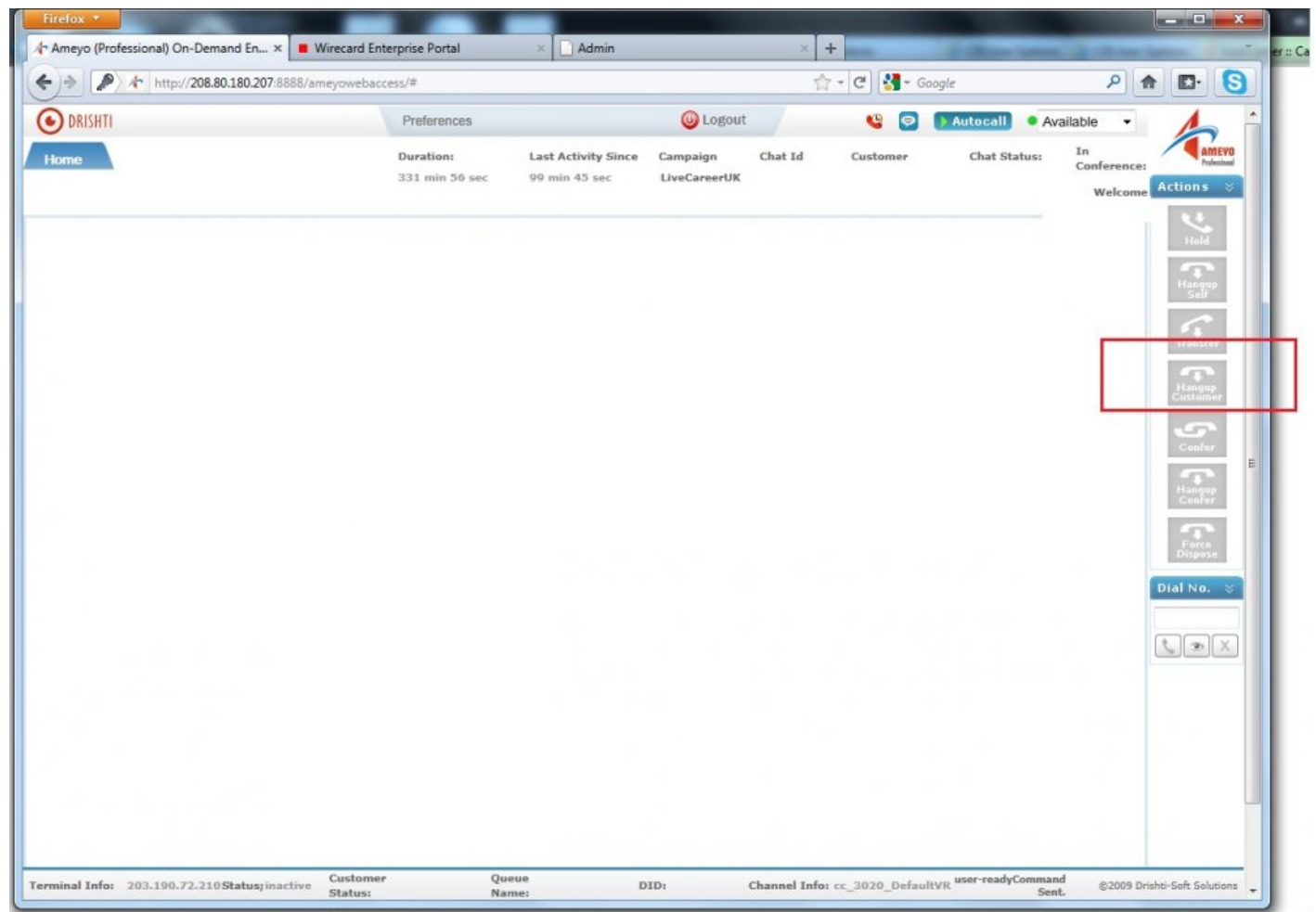
IVR: livecareer

Customer Code:

User:

- Franeli\_Jaramilla
- Hilbert\_Bocabil
- Kate\_Cotingio
- Mary\_Tovera
- john\_aguete
- luis\_yusingco

Terminal Info: 203.196.73.210 Status: connected Last Customer Status: connected Last Queue Name: DID: 12888160576 Channel Info: c\_2015\_DefaultIVR resume talk again



## October 08, 2013

There will be an experiment starting today with deliveries in **resume services** orders. We are going to **NOT** include a Word download with their orders, but rather just a PDF. We also are including instruction to edit their documents on the livecareer site and information about downloading .doc, PDF. rtf. etc.

This MAY result in an increase in inquiries, as customers might want help downloading a Word document or editing documents.

Our hope is that the time for resume services to deliver documents will be dramatically reduced, without negatively impacting CS.

If there will be any call/chat with issue regarding the matter please inform any supervisor on duty right away.

## October 05, 2013

**Resume Posting** has been turned **OFF** for new customers since Oct3. Any customers who already had access to posting will continue to have access.

**Any new customers will not.**

Please make sure that we are not using resume posting in any conversations with customers at this time.

## September 27, 2013

### Annual Downgrade Process

There's a new **2 WEEK complimentary subscription** SKUS on admin tool now so every time you will downgrade a plan instead of you giving 1 month complimentary access (internal) give 2 weeks instead to cover the 14 days access. (RB COMP 2 WEEK (\$0.00) / RWZ COMP 2 WEEKS (\$0.00))

### My Perfect Cover Letter

Like offering Resume Posting and CLB; **for My Perfect Cover Letter, we suggest that customer can create a resume on their account.**

## September 13, 2013

Peter is running a pricing/billing test on RB. This went live on 9/6.

Only 20% of new users are going to see this offer. Please let everyone to keep an eye out for people speaking to this offer.



\*\*\*After 14 days, auto renews \$8.95/week billed every 4 weeks\*\*\*



## Upgrade for Instant Access to All Features

Download your resume to MS Word/PDF, check your resume for errors, instantly post to over 90 job sites and more!

**Support 7-days a Week**

6am - Midnight EST  
Phone, Email & Live Chat

**LIVE HELP**  
click here

### ☒ **\$2.95 14-Day Full Access**

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- Create unlimited additional resumes or resume variations
- After 14 days, auto-renews \$8.95/week billed every 4 weeks
- Cancel Anytime

### ☐ **\$7.95 Per Month**

- Pay once, use all year long
- Save more than 75%
- Automatically renews annually
- Requires annual commitment

### Subscription Features

- Print your resumes and cover letters
- Download & save in multiple formats (Word, PDF, .RTF, .TXT)
- Cover Letter Builder** - create a cover letter in minutes
- Customize and create multiple resumes and cover letters



### Now including:

- Resume-Check - NEW!**  
Scans your resume for 20 critical mistakes
- Job Mail - NEW!**  
Apply to jobs from your own Livecareer email account.
- Interview Videos - NEW!**  
Watch good and bad answers to common questions.

[Skip for now](#)

**Continue >**

## Phone Numbers to Call

- **UK Phone Free Number**

(44) 800-756-3741

- **MPR Phone Number**

1-855-213-0348

- **LC Phone Number**

1-888-816-0576

**August 30, 2013**



**FOR CHAT**

On-hold messages (“*stallers*”) are sent by the system when an operator has not responded to a visitor response within a preset amount of time. They use the same font and style as the operator text, so appear to have been entered by the operator

When someone is waiting on a rep and the rep does not respond within 90 seconds, an auto message will be sent (from the rep) saying

*“I’ll be right with you” etc.”*

*“Thank you for waiting. I’ll be with you in just a moment”*

This feature reassures visitors that the agent is still assisting them, and gives the agent chance to research answers. This can help prevent chat abandonment.

# Agent Performance Scorecard & Memorandums



## Agent Performance Scorecard



## August 2015 EOM Scorecard

click to enlarge image

Final Rank	EID	Last Name	First Name	ATT = 25.00%		QA = 25.00%		AHT Voice = 15.00%		AHT Chat = 15.00%		CSAT = 10.00%		TC = 10.00%		Score
				Raw	Rating	Raw	Rating	Raw	Rating	Raw	Rating	Raw	Rating	Raw	Rating	
1	9055	Gabriel	Rubilyn	100.00%	5	100.00%	5	0:06:27	5	0:07:13	5	4.75	4	100.00%	5	4.90
2.36	8981	Ramos	Shane	100.00%	5	97.63%	4	0:06:09	5	0:06:39	5	5.00	5	99.37%	4	4.65
2.54	6247	Carpintero	Khrisczen	100.00%	5	96.20%	4	0:06:51	5	0:07:00	5	4.75	4	100.10%	5	4.65
4	6640	Vargas	Danilo Jr.	100.00%	5	98.96%	4	0:06:29	5	0:08:30	4	5.00	5	100.00%	5	4.60
5.06	8316	Bocabil	Hilbert	100.00%	5	99.60%	4	0:06:23	5	0:07:27	5	4.50	3	100.00%	5	4.55
5.23	6628	Reyes	Christian Garry	100.00%	5	98.50%	4	0:04:33	5	0:05:51	5	4.50	3	100.00%	5	4.55
5.27	6291	Caliste-Bacani	Reana Jasmin	100.00%	5	98.25%	4	0:05:07	5	0:07:53	5	4.25	3	100.00%	5	4.55
5.5	6615	Fernandez III	Adolfo	100.00%	5	96.42%	4	0:05:23	5	0:07:42	5	4.50	3	100.00%	5	4.55
9	8716	Habawel	Bonilyne	99.86%	4	99.72%	4	0:05:37	5	0:07:47	5	5.00	5	100.00%	5	4.50
10.13	8118	Baylosis	Joanah Marie	99.50%	4	99.14%	4	0:06:07	5	0:06:48	5	5.00	5	99.90%	4	4.40
10.18	6424	Diaz	Annie Kimper	99.70%	4	98.94%	4	0:06:09	5	0:07:50	5	5.00	5	97.61%	4	4.40
10.3	6625	Nicodemus	Rommel	99.98%	4	97.96%	4	0:06:47	5	0:07:45	5	5.00	5	98.17%	4	4.40
10.44	9332	San Juan	Adrian Roland	98.85%	4	96.90%	4	0:05:10	5	0:07:47	5	4.79	4	100.00%	5	4.40
14	8506	Costales	Irish Anne	100.00%	5	99.75%	4	0:06:46	5	0:09:17	2	5.00	5	100.00%	5	4.30
15	8781	Tanio	Sherly	100.00%	5	99.24%	4	0:07:15	4	0:07:34	5	5.00	5	88.32%	1	4.20
16.08	9133	Bonete	Maureen	95.04%	3	99.33%	4	0:04:44	5	0:06:46	5	5.00	5	99.88%	4	4.15
16.15	6287	Cipriano	Ma. Jesusa Elaine	96.97%	3	98.96%	4	0:05:29	5	0:06:49	5	5.00	5	99.35%	4	4.15
16.17	8064	Corbita	Jamaica	95.24%	3	98.95%	4	0:05:52	5	0:08:00	5	5.00	5	99.93%	4	4.15
19	4168	Pedracio	Rosalie	100.00%	5	95.95%	3	0:06:31	5	0:08:52	3	4.75	4	100.00%	5	4.10
20.01	6653	Isais	Martin Bryan	99.58%	4	100.00%	5	0:06:20	5	0:09:45	1	5.00	5	99.88%	4	4.05
20.07	8508	Liwanag	Katherine	100.00%	5	99.50%	4	0:06:59	5	0:09:56	1	4.75	4	100.00%	5	4.05
20.19	4167	Marasigan Jr	Margarito	100.00%	5	98.81%	4	0:06:27	5	0:10:50	1	5.00	5	99.69%	4	4.05
20.42	8984	Joseph	Mark Jasper	95.24%	3	97.07%	4	0:06:48	5	0:05:46	5	4.75	4	99.25%	4	4.05
20.43	11130	Marcial	Miriam	100.00%	5	97.06%	4	0:06:50	5	0:10:11	1	5.00	5	99.92%	4	4.05
20.66	8712	Delos Santos	Roderick	98.16%	4	95.42%	3	0:05:59	5	0:07:53	5	4.67	4	98.78%	4	4.05
26	11312	Caburnay	Anne Kate	99.90%	4	96.13%	4	0:07:46	3	0:06:39	5	4.75	4	99.89%	4	4.00
27.81	11481	Tiongson	Novie Nel Caesar	100.00%	5	90.92%	2	0:05:46	5	0:07:21	5	5.00	5	90.09%	2	3.95
28.53	8718	Piodo	Richell	97.92%	3	96.27%	4	0:05:14	5	0:07:59	5	4.50	3	98.35%	4	3.95
29.26	8063	Abalajon	Jean Paul	99.94%	4	98.40%	4	0:06:52	5	0:11:24	1	5.00	5	100.00%	5	3.90
29.7	8711	Cruz	Melric	97.23%	3	94.97%	3	0:06:58	5	0:07:22	5	5.00	5	98.17%	4	3.90
31.12	5524	Nakanishi-Gozum	Diorella Angela	99.58%	4	99.17%	4	0:07:43	3	0:06:20	5	5.00	5	86.13%	1	3.80
32.28	8509	Ranin	Julie Ann	99.38%	4	98.19%	4	0:05:55	5	0:11:15	1	5.00	5	99.86%	4	3.80
33.31	8128	Adrias	Ma. Hyacinth Jann	84.21%	1	97.78%	4	0:06:24	5	0:07:25	5	5.00	5	100.00%	5	3.75
33.49	8015	Dela Cruz	Lovely	95.45%	3	96.56%	4	0:06:16	5	0:05:48	5	4.75	4	83.48%	1	3.75
35.21	8137	Tayao	Melvin	94.12%	2	98.67%	4	0:07:23	4	0:05:53	5	4.75	4	99.46%	4	3.65
35.22	8761	Enriquez	Jeorgio Jules	95.24%	3	98.67%	4	0:05:14	5	0:09:54	1	5.00	5	100.00%	5	3.65
37	11282	Lumbang	Kennyllyn	99.77%	4	96.70%	4	0:06:36	5	0:09:34	1	4.25	3	98.97%	4	3.60
38.2	5490	De Jesus	Lourdes Angelica	99.93%	4	98.81%	4	0:07:37	3	0:08:15	4	4.75	4	74.85%	1	3.55
39.34	9137	Perez	Patricia	86.36%	1	97.64%	4	0:05:39	5	0:05:11	5	4.75	4	99.66%	4	3.55
39.72	6251	Serrano	Jonnalyne	99.86%	4	94.67%	3	0:05:06	5	0:10:24	1	5.00	5	97.04%	4	3.55
41	6658	Kinoc	Anne Princess Jayle	99.87%	4	96.04%	4	0:07:33	3	0:10:29	1	5.00	5	99.60%	4	3.50
42.32	5856	Johnson	Diorella	87.22%	1	97.71%	4	0:07:16	4	0:08:07	4	5.00	5	100.00%	5	3.45
42.51	9016	Vergara	Aries	98.56%	4	96.28%	4	0:07:24	4	0:10:01	1	5.00	5	92.26%	2	3.45
44.45	11132	Barranta	Mary Joy	95.24%	3	96.83%	4	0:05:47	5	0:11:17	1	4.75	4	99.30%	4	3.45
45	5679	Sorlao	Runnesa	93.43%	2	96.77%	4	0:05:50	5	0:11:48	1	5.00	5	100.00%	5	3.40



Final Rank	EID	Last Name	First Name	ATT = 25.00%		QA = 25.00%		AHT Voice = 15.00%		AHT Chat = 15.00%		CSAT = 10.00%		TC = 10.00%		Score
				Raw	Rating	Raw	Rating	Raw	Rating	Raw	Rating	Raw	Rating	Raw	Rating	
46	8698	Lelina	Mitchelle Kaye	99.99%	4	98.11%	4	0:07:04	4	0:09:40	1	5.00	5	86.05%	1	3.35
47.01	8767	Gamayao	May	74.65%	1	100.00%	5	0:07:43	3	0:07:06	5	5.00	5	43.68%	1	3.30
48.34	8541	Padua	Reynaldo	94.09%	2	97.64%	4	0:07:37	3	0:08:54	3	5.00	5	99.92%	4	3.30
49.25	8349	Tayao	Marie Ainess	95.00%	3	98.46%	4	0:07:33	3	0:10:20	1	5.00	5	99.69%	4	3.25
49.46	8806	Pestano	Azalea Irish	94.28%	2	96.78%	4	0:08:09	2	0:07:42	5	5.00	5	90.74%	2	3.25
49.52	8136	Rueda	Nestor	97.46%	3	96.28%	4	0:08:58	1	0:06:02	5	5.00	5	63.82%	1	3.25
49.63	8983	Castillo II	Fabian	99.92%	4	95.73%	3	0:07:38	3	0:11:15	1	5.00	5	99.35%	4	3.25
53.11	9064	Savellano	Vanessa	62.83%	1	99.20%	4	0:07:15	4	0:07:30	5	5.00	5	85.82%	1	3.20
53.56	11587	Formaran	Kevin Meynard	98.98%	4	96.14%	4	0:07:35	3	0:10:57	1	4.75	4	92.39%	2	3.20
55.41	5652	Jurado	Karl Lou	98.23%	4	97.20%	4	0:09:24	1	0:09:52	1	5.00	5	99.06%	4	3.20
55.84	11561	Legaspi	John Roland	100.00%	5	84.22%	1	0:07:48	3	0:08:40	3	4.75	4	98.69%	4	3.20
57.55	6243	Valdescona	Paul Benedict	100.00%	5	96.19%	4	0:09:22	1	0:12:20	1	5.00	5	73.49%	1	3.15
57.8	11556	Ramos	John Dennis	98.51%	4	92.29%	2	0:07:18	4	0:12:31	1	5.00	5	97.79%	4	3.15
59.68	6629	Yang	Chinee Sachika	99.64%	4	95.08%	3	0:10:13	1	0:06:36	5	4.25	3	75.00%	1	3.05
60.39	4199	Arevalo	Alaine Joy	81.75%	1	97.53%	4	0:05:07	5	0:08:38	3	4.50	3	93.92%	3	3.05
60.75	6423	Danao	Marisol	100.00%	5	93.81%	3	0:08:15	2	0:12:07	1	4.50	3	95.79%	3	3.05
62.14	6242	Santos	Ronelyn	94.53%	2	99.11%	4	0:06:23	5	0:12:59	1	4.50	3	94.03%	3	3.00
62.76	10962	Ronquillo	Elia Angie Li	97.04%	3	93.53%	3	0:07:51	3	0:11:11	1	5.00	5	99.12%	4	3.00
64.62	6280	Sumagui	Christian Jess	100.00%	5	95.75%	3	0:09:16	1	0:11:20	1	4.50	3	98.52%	4	3.00
65	9331	Bonifacio	Harriet	94.90%	2	97.65%	4	0:08:24	2	0:09:57	1	5.00	5	100.00%	5	2.95
66	11592	Nuñez	Christian Jheel	100.00%	5	93.83%	3	0:10:05	1	0:12:26	1	5.00	5	83.58%	1	2.90
67.67	11063	Lolong	Rutchie	100.00%	5	95.10%	3	0:11:52	1	0:19:25	1	4.67	4	88.52%	1	2.80
67.78	11313	Sayo	J-r	99.99%	4	92.92%	2	0:08:56	1	0:08:55	3	5.00	5	92.93%	2	2.80
69	8693	Arguelles	Maria Theresa	99.87%	4	95.81%	3	0:10:29	1	0:13:26	1	4.25	3	98.40%	4	2.75
70.1	6617	Castillo	Ma. Charissa	89.68%	1	99.23%	4	0:06:53	5	0:09:28	2	4.50	3	61.83%	1	2.70
70.38	8697	Dizon	Nicabelle	94.74%	2	97.55%	4	0:08:45	1	0:10:07	1	5.00	5	99.92%	4	2.70
70.77	11562	Bongat	Salvador Michael	98.12%	4	92.96%	2	0:11:46	1	0:13:49	1	5.00	5	99.60%	4	2.70
73	9134	Ople	Mary Joy	86.95%	1	95.43%	3	0:07:52	3	0:08:12	4	5.00	5	70.55%	1	2.65
74.37	11131	Manalo	Mary Grace	95.19%	3	97.61%	4	0:08:20	2	0:16:29	1	4.50	3	50.10%	1	2.60
74.61	11337	Obaob	Wilhelmina	95.46%	3	95.80%	3	0:07:49	3	0:15:57	1	4.75	4	69.09%	1	2.60
76	11064	Ramos	Christian Albert	95.21%	3	95.02%	3	0:08:04	2	0:11:05	1	5.00	5	80.02%	1	2.55
77.79	8067	Cotingjo	Kate	94.74%	2	92.40%	2	0:06:29	5	0:10:50	1	4.00	3	90.79%	2	2.40
78.73	8046	Caberte	Daisy Belle	94.64%	2	94.59%	3	0:07:14	4	0:10:52	1	4.50	3	89.63%	1	2.40
79	6248	Montes	Ryan Val	84.65%	1	97.28%	4	0:10:12	1	0:09:39	1	4.67	4	99.58%	4	2.35
80	11558	Topasi	Marie Grace	94.35%	2	94.76%	3	0:08:06	2	0:10:37	1	5.00	5	68.13%	1	2.30
81.83	11512	Cagayan	Bien Emile	88.71%	1	85.50%	1	0:06:23	5	0:10:47	1	5.00	5	87.39%	1	2.00
82.64	11113	Yu	Jimmy	88.06%	1	95.72%	3	0:09:09	1	0:16:41	1	5.00	5	90.99%	2	2.00
83	9330	Kanapi	Keene	66.67%	1	98.50%	4	0:09:08	1		0	4.00	3	75.00%	1	1.80
84	11511	Allida	Honey Leah	71.43%	1	89.92%	1	0:09:17	1	0:11:01	1	4.00	3	55.25%	1	1.20

## July 2015 EOM Scorecard

Final Rank	EID	Last Name	First Name	ATT = 25.00%		QA = 25.00%		AHT Voice = 15.00%		AHT Chat = 15.00%		CSAT = 10.00%		TC = 10.00%		Score
				Raw	Rating	Raw	Rating	Raw	Rating	Raw	Rating	Raw	Rating	Raw	Rating	
1	4199	Arevalo	Alaine Joy	100.00%	5	98.64%	4	0:06:13	5	0:08:07	4	5	5	100.00%	5	4.60
2	6628	Reyes	Christian Garry	100.00%	5	98.77%	4	0:04:15	5	0:06:34	5	4.25	3	100.00%	5	4.55
3	6287	Cipriano	Ma. Jesusa Elaine	99.47%	4	98.00%	4	0:06:01	5	0:07:33	5	4.75	4	100.00%	5	4.40
4	8981	Ramos	Shane	100.00%	5	97.67%	4	0:06:16	5	0:06:47	5	5	5	42.43%	1	4.35
5	6640	Vargas	Danilo Jr.	100.00%	5	98.47%	4	0:06:22	5	0:09:25	2	5	5	100.00%	5	4.30
6	8711	Cruz	Melric	98.93%	4	97.40%	4	0:06:19	5	0:06:49	5	4.5	3	100.00%	5	4.30
7	6291	Caliste-Bacani	Reana Jasmin	95.24%	3	99.13%	4	0:05:51	5	0:07:06	5	5	5	100.00%	5	4.25
8	8316	Bocabil	Hilbert	100.00%	5	98.90%	4	0:06:39	5	0:08:39	3	4.5	3	100.00%	5	4.25
9	8118	Baylosis	Joanah Marie	100.00%	5	98.60%	4	0:07:33	3	0:07:19	5	4	3	100.00%	5	4.25
10	9332	San Juan	Adrian Roland	99.97%	4	98.60%	4	0:05:42	5	0:08:09	4	5	5	99.13%	4	4.25
11	8718	Piolo	Richell	100.00%	5	97.63%	4	0:05:45	5	0:08:53	3	5	5	94.91%	3	4.25
12	8761	Enriquez	Georgio Jules	100.00%	5	96.10%	4	0:06:36	5	0:09:21	2	4.75	4	100.00%	5	4.20
13	8063	Abalajon	Jean Paul	99.99%	5	98.30%	4	0:06:59	5	0:11:54	1	5	5	100.00%	5	4.15
14	11132	Barranta	Mary Joy	100.00%	5	98.30%	4	0:05:25	5	0:11:30	1	5	5	100.00%	5	4.15
15	8137	Tayao	Melvin	95.24%	3	98.47%	4	0:07:10	4	0:05:44	5	5	5	100.00%	5	4.10
16	6251	Serrano	Jonnalyne	98.95%	4	96.57%	4	0:05:28	5	0:07:41	5	5	5	84.70%	1	4.10
17	11130	Marcial	Miriam	100.00%	5	96.17%	4	0:06:59	5	0:09:16	2	4.5	3	100.00%	5	4.10
18	8015	Dela Cruz	Lovely	96.97%	3	97.23%	4	0:06:28	5	0:05:39	5	4.67	4	97.00%	4	4.05
19	5856	Johnson	Diorella	95.24%	3	98.57%	4	0:06:51	5	0:08:31	3	5	5	100.00%	5	3.95
20	9137	Perez	Patricia	95.45%	3	98.40%	4	0:05:41	5	0:05:17	5	4.5	3	99.13%	4	3.95
21	8506	Costales	Irish Anne	100.00%	5	99.57%	4	0:07:03	4	0:12:56	1	4.75	4	100.00%	5	3.90
22	8712	Delos Santos	Roderick	97.36%	3	94.33%	3	0:05:51	5	0:07:31	5	5	5	96.86%	4	3.90
23	11282	Lumbang	Kennylyn	100.00%	5	96.37%	4	0:06:20	5	0:10:19	1	5	5	91.69%	2	3.85
24	6617	Castillo	Ma. Charissa	97.15%	3	95.93%	3	0:06:27	5	0:08:10	4	5	5	100.00%	5	3.85
25	8509	Ranin	Julie Ann	99.93%	4	99.70%	4	0:06:34	5	0:10:42	1	5	5	96.47%	4	3.80
26	4167	Marasigan Jr	Margarito	98.03%	4	98.40%	4	0:06:03	5	0:14:44	1	5	5	97.23%	4	3.80
27	8781	Tanio	Sherly	95.40%	3	98.13%	4	0:07:25	4	0:07:40	5	4.75	4	94.24%	3	3.80
28	5679	Sorio	Runnesa	99.41%	4	97.73%	4	0:05:57	5	0:12:23	1	5	5	99.10%	4	3.80
29	9064	Savellano	Vanessa	93.25%	2	97.60%	4	0:06:05	5	0:07:35	5	5	5	95.85%	3	3.80
30	6653	Isais	Martin Bryan	99.89%	4	96.57%	4	0:06:26	5	0:13:36	1	5	5	96.62%	4	3.80
31	8984	Joseph	Mark Jasper	90.00%	1	97.63%	4	0:06:34	5	0:05:47	5	5	5	100.00%	5	3.75
32	8128	Adrias	Ma. Hyacinth Jann	77.86%	1	97.10%	4	0:05:49	5	0:07:37	5	5	5	100.00%	5	3.75
33	8541	Padua	Reynaldo	100.00%	5	97.03%	4	0:10:44	1	0:07:55	5	5	5	87.11%	1	3.75
34	9055	Gabriel	Rubilyn	94.86%	2	97.33%	4	0:06:36	5	0:06:24	5	5	5	90.99%	2	3.70
35	6625	Nicodemus	Rommel	95.18%	3	96.20%	4	0:07:13	4	0:09:29	2	5	5	100.00%	5	3.65
36	5490	De Jesus	Lourdes Angelica	95.58%	3	98.13%	4	0:07:47	3	0:08:47	3	5	5	99.51%	4	3.55
37	6615	Fernandez III	Adolfo	97.71%	3	98.33%	4	0:05:31	5	0:09:42	1	4.75	4	100.00%	5	3.55
38	8698	Lelina	Mitchelle Kaye	99.41%	4	98.33%	4	0:06:02	5	0:09:45	1	5	5	77.87%	1	3.50
39	8716	Habawel	Bonilyne	95.63%	3	99.43%	4	0:05:37	5	0:10:29	1	4.25	3	100.00%	5	3.45



Final Rank	EID	Last Name	First Name	ATT = 25.00%		QA = 25.00%		AHT Voice = 15.00%		AHT Chat = 15.00%		CSAT = 10.00%		TC = 10.00%		Score
				Raw	Rating	Raw	Rating	Raw	Rating	Raw	Rating	Raw	Rating	Raw	Rating	
40	6424	Diaz	Annie Kimper	99.81%	4	98.20%	4	0:07:16	4	0:11:28	1	5	5	91.49%	2	3.45
41	9133	Bonete	Maureen	91.94%	1	97.10%	4	0:05:19	5	0:06:03	5	4.5	3	99.23%	4	3.45
42	6248	Montes	Ryan Val	95.24%	3	98.43%	4	0:10:34	1	0:08:22	4	4.75	4	100.00%	5	3.40
43	8349	Tayao	Marie Ainess	97.83%	3	98.33%	4	0:07:09	4	0:12:45	1	4.75	4	100.00%	5	3.40
44	8136	Rueda	Nestor	99.13%	4	98.17%	4	0:08:50	1	0:07:00	5	4.75	4	67.34%	1	3.40
45	8046	Caberte	Daisy Belle	95.63%	3	96.73%	4	0:07:37	3	0:11:16	1	5	5	100.00%	5	3.35
46	11158	Topasi	Marie Grace	100.00%	5	93.87%	3	0:07:29	4	0:10:11	1	5	5	68.69%	1	3.35
47	10962	Ronquillo	Elia Angie Li	99.88%	4	94.80%	3	0:07:21	4	0:12:13	1	5	5	93.98%	3	3.30
48	6247	Carpintero	Khrisczen	91.45%	1	96.93%	4	0:06:23	5	0:06:33	5	4.75	4	85.81%	1	3.25
49	8508	Llwanag	Katherine	95.00%	3	99.47%	4	0:07:11	4	0:11:14	1	5	5	92.61%	2	3.20
50	9134	Ople	Mary Joy	94.23%	2	94.53%	3	0:07:28	4	0:07:02	5	5	5	37.89%	1	3.20
51	8064	Corbita	Jamaica	88.24%	1	99.75%	4	0:06:25	5	0:09:01	2	5	5	96.72%	4	3.20
52	11312	Caburnay	Anne Kate	97.59%	3	95.00%	3	0:07:29	4	0:09:35	1	5	5	98.87%	4	3.15
53	5524	Nakanishi-Gozum	Diorella Angela	87.70%	1	96.40%	4	0:07:14	4	0:09:21	2	4.75	4	100.00%	5	3.05
54	6668	Kinoc	Anne Princess Jayle	94.71%	2	95.47%	3	0:06:54	5	0:11:26	1	5	5	98.64%	4	3.05
55	10864	De Guzman	Janice	92.64%	2	95.23%	3	0:07:15	4	0:11:57	1	5	5	100.00%	5	3.00
56	6242	Santos	Ronelyn	90.48%	1	97.90%	4	0:06:37	5	0:13:35	1	5	5	95.33%	3	2.95
57	11063	Lolong	Rutchie	99.97%	4	96.30%	4	0:12:32	1	0:10:39	1	5	5	83.91%	1	2.90
58	4168	Pedracio	Rosalie	94.74%	2	95.50%	3	0:07:20	4	0:10:47	1	4.75	4	100.00%	5	2.90
59	8983	Castillo II	Fabian	94.99%	2	96.71%	4	0:07:34	3	0:11:45	1	5	5	91.24%	2	2.80
60	9331	Bonifacio	Harriet	90.91%	1	99.17%	4	0:08:15	2	0:08:37	3	4.5	3	100.00%	5	2.80
61	5652	Jurado	Karl Lou	92.82%	2	98.97%	4	0:08:39	1	0:11:53	1	5	5	100.00%	5	2.80
62	6280	Sumagui	Christian Jess	93.58%	2	95.57%	3	0:07:13	4	0:11:38	1	4	3	100.00%	5	2.80
63	8767	Gamayao	May	89.74%	1	98.93%	4	0:08:03	2	0:08:03	4	5	5	16.46%	1	2.75
64	8806	Pestano	Azales Irish	86.45%	1	96.60%	4	0:09:01	1	0:07:31	5	5	5	85.51%	1	2.75
65	6629	Yang	Chinee Sachika	83.87%	1	96.43%	4	0:09:42	1	0:07:37	5	5	5	80.89%	1	2.75
66	8067	Cotingjo	Kate	96.95%	3	92.50%	2	0:06:41	5	0:10:47	1	5	5	71.09%	1	2.75
67	9016	Vergara	Aries	95.13%	3	93.00%	3	0:07:50	3	0:11:16	1	5	5	41.08%	1	2.70
68	11313	Sayo	J-r	99.48%	4	93.27%	3	0:08:19	2	0:12:51	1	4.75	4	83.35%	1	2.70
69	8693	Arguelles	Maria Theresa	95.24%	3	96.57%	4	0:10:53	1	0:11:50	1	4.75	4	92.51%	2	2.65
70	8697	Dizon	Nicabelle	94.92%	2	96.60%	4	0:09:10	1	0:10:17	1	4.5	3	99.30%	4	2.50
71	11113	Yu	Jimmy	99.95%	4	95.50%	3	0:10:25	1	0:17:30	1	4.5	3	84.64%	1	2.45
72	8507	De Jesus III	Melchor Karlton	80.00%	1	95.17%	3	0:06:26	5		0		0	100.00%	5	2.25
73	9330	Kanapi	Keene	42.86%	1	97.67%	4	0:09:56	1		0	4.75	4	82.19%	1	2.05
74	6423	Danao	Marisol	85.00%	1	94.00%	3	0:08:23	2	0:16:10	1	5	5	55.67%	1	2.05
75	11064	Ramos	Christian Albert	83.33%	1	94.04%	3	0:08:51	1	0:10:53	1	5	5	64.52%	1	1.90
76	6243	Valdescona	Paul Benedict	81.82%	1	92.63%	2	0:08:38	1	0:11:59	1	4.75	4	37.02%	1	1.55
77	11131	Manalo	Mary Grace	86.04%	1	94.63%	3	0:09:07	1		0	4.5	3	35.05%	1	1.55
78	11157	Capuli	April Sarah	59.42%	1	89.67%	1	0:10:03	1		0		0	93.17%	3	0.95

## Monthly Performance Incentive Guidelines



**To:** LiveCareer Employees  
**From:** LiveCareer Management  
**CC:** MicroSourcing Operations & Human Resources  
**Re:** Monthly Performance Incentives Guidelines  
**Date:** July 1, 2015

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Effective **July 1, 2015**, the top three performers based on the end of month scorecard ranking will receive cash incentives in recognition for their exemplary performance. Amounts are as follows:

Account	Top 1	Top 2	Top 3
LiveCareer	Php5,000	Php3,000	Php2,000

**Eligibility:**

- An employee's end of month attendance rating should not be lower than 95% in order to qualify for the incentive.
- Agents who are out 15% of their monthly scheduled shift (whether sick leaves, vacation leaves or both) are automatically disqualified from this incentive program.
- In case of a tie, the employee who has the higher QA score gets the spot while the other is considered for the next award.

Sample Scenario: Agent #1 and Agent #2 tied for the Top 2 award. Agent #1 has a higher QA score. Agent #1 will then be awarded Top 2 while Agent #2 will get the Top 3 spot.

*\*Please note that the scheme may be reevaluated should we be unable to break up multiple ties.*

**Schedule of Payment:**

Incentives are released every 30<sup>th</sup> of the following month to give ample time to finalize the end of month performance data.

Note that the company reserves the right to change or withdraw this incentive scheme with prior communication to its employees.

## Memorandum on New Agent Performance Scorecard

Click image to enlarge



**For:** LiveCareer Customer Service Representatives  
**From:** LiveCareer Management  
**CC:** MicroSourcing Operations & Human Resource  
**Re:** Memorandum on New Agent Performance Scorecard  
**Date:** July 1, 2015

In our efforts to strengthen the delivery of our priority services and outcomes, LiveCareer is issuing this memorandum to implement our new scorecard and passing score effective July 1, 2015 and to remind our CSRs about the importance of attaining our agreed KPIs (Key Performance Indicators) and how it relates to MicroSourcing's Code of Conduct.

Performance scorecards vary based on the business requirement and its metrics is defined by the department or account. Below is our new performance scorecard for your reference:

Weights	Metric	5	4	3	2	1
25.00%	Attendance (ATT)	100.00%	98.00% - 99.99%	95.00% - 97.99%	92.00% - 94.99%	91.99% & below
25.00%	QA Score (QA)	100.00%	96.00% - 99.99%	93.00% - 95.99%	90.00% - 92.99%	89.99% & below
15.00%	AHT Voice	7:00 & below	7:01 - 7:30	7:31 - 8:00	8:01 - 8:30	8:31 & above
15.00%	AHT Chat	8:00 & below	8:01 - 8:30	8:31 - 9:00	9:01 - 9:30	9:31 & above
10.00%	Customer Satisfaction (CSAT)	5.0	4.7 - 4.9	4.0 - 4.6	3.7 - 3.9	3.6 & below
10.00%	Tracker Compliance (TC)	100.00%	96.00% - 99.99%	93.00% - 95.99%	90.00% - 92.99%	89.99% & below

Any agent who fails to meet the new passing score of 3.00 on their monthly scorecard beginning July and moving forward shall be given the following sanction as per our Code of Conduct:



	VIOLATION	DEPARTMENT	VERTICAL	GRAVITY	CLASSIFICATION	PRESCRIPTIVE PERIOD
	<b>PERFORMANCE</b> <i>Note: Performance guidelines vary based on the business requirement of the account or department. Performance metrics is defined by the department or account. Any additional policy or enhancement to the existing violations below shall be communicated to the employees through an announcement. An account-specific policy must be acknowledged by the employees.</i>					
B-2	Non-attainment of a monthly scorecard target <i>NOTE: Attainment of scorecard target for two (2) consecutive months after the violation resets the offense to one level lower</i>	ALL	ALL	Moderate	Class B-2	6 months

## PROGRESSIVE DISCIPLINE

The Corrective Action Program focuses on correcting unacceptable behavior through Progressive Discipline. Progressive Discipline aims to assist the employee to understand that an offense has been incurred and an opportunity to improve exists.

Corrective Action	Minor	Moderate		Serious	Grave
	Class A	Class B-1	Class B-2	Class C	Class D
Number of Warnings prior Termination	4 Warnings	3 Warnings	2 Warnings	1 Warning	0 Warning
1 <sup>st</sup> Written Warning	✓	✓	✓		
2 <sup>nd</sup> Written Warning	✓	✓			
3 <sup>rd</sup> Written Warning	✓				
Final Warning	✓	✓	✓	✓	
<b>Termination</b>	✓	✓	✓	✓	✓

**NOTE:** Attainment of scorecard target for two (2) consecutive months after the violation resets the offense to one level lower.

## Agent Scorecard Guidelines





## Agent Scorecard Guidelines



Weights	Metric	5	4	3	2	1
25.00%	Attendance (ATT)	100.00%	98.00% - 99.99%	95.00% - 97.99%	92.00% - 94.99%	91.99% & below
25.00%	QA Score (QA)	100.00%	96.00% - 99.99%	93.00% - 95.99%	90.00% - 92.99%	89.99% & below
15.00%	AHT Voice	7:00 & below	7:01 - 7:30	7:31 - 8:00	8:01 - 8:30	8:31 & above
15.00%	AHT Chat	8:00 & below	8:01 - 8:30	8:31 - 9:00	9:01 - 9:30	9:31 & above
10.00%	Customer Satisfaction (CSAT)	5.0	4.7 - 4.9	4.0 - 4.6	3.7 - 3.9	3.6 & below
10.00%	Tracker Compliance (TC)	100.00%	96.00% - 99.99%	93.00% - 95.99%	90.00% - 92.99%	89.99% & below

Click image to enlarge

## Agent Performance Scorecard



## Agent Performance Scorecard



Rank	EID	Last Name	First Name	Supervisor	ATT = 25.00%		QA = 25.00%		AHT Voice = 15.00%		AHT Chat = 15.00%		CSAT = 10.00%		TC = 10.00%		Score
					Raw	Rating	Raw	Rating	Raw	Rating	Raw	Rating	Raw	Rating	Raw	Rating	
1	4199	Arevalo	Alaine Joy	Torres, Chicco Timothy													0.00
2	8063	Abalajon	Jean Paul	Baladad, Nicole Gail													0.00
3	8128	Adrias	Ma. Hycinth Jann	Perez II, Joseph													0.00
4	8693	Arguelles	Maria Theresa	Rodriguez, Ramoncito Jesus Antonio													0.00
5	8315	Asuncion	Marie	Baladad, Nicole Gail													0.00
6	11132	Barranta	Mary Joy	Aguate, John Dennis													0.00
7	8118	Baylosis	Joanah Marie	Torres, Chicco Timothy													0.00
8	8955	Bernardino	Joy Ann Precious	Aguate, John Dennis													0.00
9	8316	Bocabil	Hilbert	Baladad, Nicole Gail													0.00
10	9133	Bonete	Maureen	Baladad, Nicole Gail													0.00
11	9331	Bonifacio	Harriet	Quitonio, Gomer													0.00
12	8046	Caberte	Daisy Belle	Yusingco, Luis Angelo													0.00
13	11312	Caburnay	Anne Kate	Baladad, Nicole Gail													0.00
14	6291	Caliste-Bacani	Reana Jasmin	Perez II, Joseph													0.00
15	11157	Capuli	April Sarah	Aguate, John Dennis													0.00
16	6247	Carpintero	Khrisczen	Rodriguez, Ramoncito Jesus Antonio													0.00
17	6617	Castillo	Ma. Charissa	Perez II, Joseph													0.00
18	8983	Castillo II	Fabian	Rodriguez, Ramoncito Jesus Antonio													0.00
19	6287	Cipriano	Ma. Jesusa Elaine	Perez II, Joseph													0.00
20	9000	Concepcion	Mark Ryan	Yusingco, Luis Angelo													0.00
21	8064	Corbita	Jamalca	Quitonio, Gomer													0.00
22	8506	Costales	Irish Anne	Rodriguez, Ramoncito Jesus Antonio													0.00
23	8067	Cotingio	Kate	Yusingco, Luis Angelo													0.00
24	8711	Cruz	Melric	Torres, Chicco Timothy													0.00
25	6423	Danao	Marisol	Baladad, Nicole Gail													0.00
26	10864	De Guzman	Janice	Baladad, Nicole Gail													0.00
27	5490	De Jesus	Lourdes Angelica	Torres, Chicco Timothy													0.00
28	8507	De Jesus III	Melchor Kariton	Baladad, Nicole Gail													0.00
29	8015	Dela Cruz	Lovely	Baladad, Nicole Gail													0.00
30	8712	Delos Santos	Roderick	Yusingco, Luis Angelo													0.00
31	6424	Diaz	Annie Kimber	Yusingco, Luis Angelo													0.00
32	8697	Dizon	Nicabelle	Rodriguez, Ramoncito Jesus Antonio													0.00
33	8761	Enriquez	Jeorgio Jules	Aguate, John Dennis													0.00
34	6615	Fernandez III	Adolfo	Perez II, Joseph													0.00
35	9055	Gabriel	Rubilyn	Baladad, Nicole Gail													0.00
36	8767	Gamayao	May	Yusingco, Luis Angelo													0.00
37	8716	Habawel	Bonilyne	Torres, Chicco Timothy													0.00
38	6653	Isals	Martin Bryan	Yusingco, Luis Angelo													0.00
39	5856	Johnson	Diorella	Baladad, Nicole Gail													0.00
40	8984	Joseph	Mark Jasper	Torres, Chicco Timothy													0.00
41	5652	Jurado	Karl Lou	Quitonio, Gomer													0.00
42	9330	Kanapi	Keene	Rodriguez, Ramoncito Jesus Antonio													0.00
43	6658	Kinoc	Anne Princess Jayle	Perez II, Joseph													0.00
44	8698	Lelina	Mitchelle Kaye	Rodriguez, Ramoncito Jesus Antonio													0.00
45	8508	Liwanag	Katherine	Yusingco, Luis Angelo													0.00
46	11063	Lolong	Rutchie	Quitonio, Gomer													0.00
47	11282	Lumbang	Kennylyn	Aguate, John Dennis													0.00
48	11131	Manalo	Mary Grace	Aguate, John Dennis													0.00
49	4167	Marasigan Jr	Margarito	Quitonio, Gomer													0.00
50	11130	Marcial	Miriam	Aguate, John Dennis													0.00
51	6248	Montes	Ryan Val	Torres, Chicco Timothy													0.00
52	5524	Nakanishi-Gozum	Diorella Angela	Torres, Chicco Timothy													0.00
53	6625	Nicodemus	Rommel	Perez II, Joseph													0.00
54	9134	Ople	Mary Joy	Baladad, Nicole Gail													0.00
55	8541	Padua	Reynaldo	Yusingco, Luis Angelo													0.00
56	4166	Pedraza	Rosalie	Rodriguez, Ramoncito Jesus Antonio													0.00
57	8070	Perez	Joseph II	Manuel, Maria Maureen													0.00
58	9137	Perez	Patricia	Baladad, Nicole Gail													0.00
59	8106	Pestano	Azalea Irish	Rodriguez, Ramoncito Jesus Antonio													0.00
60	9386	Pielago	Ruhvie Ann	Rodriguez, Ramoncito Jesus Antonio													0.00
61	8718	Piodo	Richell	Quitonio, Gomer													0.00
62	8981	Ramos	Shane	Yusingco, Luis Angelo													0.00
63	11064	Ramos	Christian Albert	Quitonio, Gomer													0.00
64	8509	Ranin	Jullie Ann	Rodriguez, Ramoncito Jesus Antonio													0.00
65	6628	Reyes	Christian Garry	Torres, Chicco Timothy													0.00
66	10962	Ronquillo	Ella Angie Li	Rodriguez, Ramoncito Jesus Antonio													0.00
67	8986	Rosita	Vanessa	Torres, Chicco Timothy													0.00
68	8136	Rueda	Nestor	Quitonio, Gomer													0.00
69	9332	San Juan	Adrian Roland	Quitonio, Gomer													0.00
70	6242	Santos	Ronelyn	Baladad, Nicole Gail													0.00
71	9064	Savellano	Vanessa	Yusingco, Luis Angelo													0.00
72	11313	Sayo	Jr	Baladad, Nicole Gail													0.00
73	6251	Serrano	Jonnalyne	Rodriguez, Ramoncito Jesus Antonio													0.00
74	5679	Sorlao	Runnesa	Yusingco, Luis Angelo													0.00
75	6280	Sumagui	Christian Jess	Torres, Chicco Timothy													0.00
76	8781	Tanio	Sherly	Rodriguez, Ramoncito Jesus Antonio													0.00
77	8137	Tayao	Melvin	Baladad, Nicole Gail													0.00
78	8349	Tayao	Marie Alness	Aguate, John Dennis													0.00
79	11158	Topasi	Marie Grace	Aguate, John Dennis													0.00
80	6243	Valdescona	Paul Benedict	Quitonio, Gomer													0.00
81	6640	Vargas	Danilo Jr.	Quitonio, Gomer													0.00
82	9016	Vergara	Aries	Yusingco, Luis Angelo													0.00
83	6629	Yang	Chinee Sachika	Perez II, Joseph													0.00
84	11113	Yu	Jimmy	Aguate, John Dennis													0.00

Click image to enlarge

**NOTE: We will be posting the Agent Performance Scorecard every month once completed.**

## **\*\*QA REMINDER\*\***

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**October 31, 2014**

### **Forgot to Cancel / Several Charges / Willingness (Scenarios)**

#### **Forgot to Cancel**

**Scenario1:** I signed up for the 14 days or 2 weeks subscription, but I forgot to cancel. Now I am being billed (cx asked at the onset: ' what can I do about it')

- **Proper Call Flow:**

- Agent may or may not explain the auto-renewal (no markdown)
- cancel the service , advise cancellation conf. email
- assured the cx that there will be no further charges will be billed since we've already cancelled the service (no rebuttal needed)
- if the cx insists- issue pro-rated refund, insists again issue full as long as there's no acct. activity
- For MPR agents: if let say, they explained the auto-renewal together with the rebuttal, just coach the agent only.

- **Markdown:**

- Cx insists for a refund, agent just assured no further charges will be billed, cx agreed – agent did not provide a refund – Show willingness
- Cx insists for a refund, agent rebuts, cx insists again, agent provide a refund – Account maintenance (too hard and stated rebuttal when not needed)

**Scenario 2:** I forgot to cancel (cx did not mention about the charge nor 14 days or 2 weeks)

- **Process:**

- Cancel the service and provides disclosure

- **Markdown:**

- If agent did not cancel (coc and account maintenance)

**Scenario 3:** I forgot to cancel (cx did not mention about the charge nor 14 days or 2 weeks at the onset, but mentions about the charge at the middle part)

- **Process:**

- Agent should explain auto-renewal

- cancel the service
- Cx asks how about the charge?
- normal process: rebut, cx insists, issue pro-rated, insists again , issue full
- **Markdown:**
  - did not explain auto-renewal – account maintenance
  - Cx insists for a refund, one rebuttal, cx insists again, rebuts again ( 2nd rebuttal or too hard on refund), cx agreed – Account maintenance

### **Cx mentions that he has been charged multiple times**

**Scenario 1:** Cx is aware that she's been billed several months and questioning the charges, Agent issued pro-rated refund or full refund for the last charge, then Then the cx questions about the other charges, Agent rebutted, Cx agreed, The agent did not send the remaining charges to Billing

- **Correct Call Flow:**
  - Explain auto-renewal
  - A request for cancellation should vbe made
  - Cancel the service, advise cancellation conf. Email
  - Cx asked for a refund
  - State one rebuttal
  - Cx inisists
  - Issue full refund last charge
  - Remaining charges should be sent to billing
  - Provide turnaround time for the refund and billing
- **Markdown:**
  - Willingness to Help
    - when the cx asks for the other charges, agent just provided rebuttal
    - agent did not sent remaining charges to billing

**Scenario 2:** Cx is aware that she's been billed several months and questioning the charges, Agent issued pro-rated refund or full refund for the last charge, Then the cx questions about the other charges, Agent stated rebuttal, Cx did not agree, Agent still rebut, Agent did not send remaining charges to Billing

- **Correct Call Flow:**
  - Explain auto-renewal
  - A request for cancellation should vbe made
  - Cancel the service, advise cancellation conf. Email
  - Cx asked for a refund
  - State one rebuttal

- Cx insists
- Issue full refund last charge
- Remaining charges should be sent to billing
- Provide turnaround time for the refund and billing
- **Markdown:**
  - Account Maintenance (too hard on refund)
    - Cx questions the charge, agent stated rebuttal. Cx did not agree, agent still rebut. Agent did not send ticket to billing

**Scenario 3:** Cx is aware that she's been billed several months and questioning the charges, Agent issued pro-rated or full refund last charge

Then the cx questions about other charges, Agent rebutted, Cx did not agree, Agent still rebut, Agent sent remaining charges to Billing

- **Correct Call Flow:**
  - Explain auto-renewal
  - A request for cancellation should vbe made
  - Cancel the service, advise cancellation conf. Email
  - Cx asked for a refund
  - State one rebuttal
  - Cx insists
  - Issue full refund last charge
  - Remaining charges should be sent to billing
  - Provide turnaround time for the refund and billing
- **Markdown:**
  - Account Maintenance (too hard on refund)
    - Cx questions the charge, agent stated rebuttal. Cx did not agree, agent still rebut, but agent sent ticket to billing

#### Markdown on Account Maintenance

- did not follow call flow/chat flow
- did not explain payment error, did not offer to run the card
- did not explain what free and paid service entail
- did not explain auto-renewal when needed
- did not follow call reactivation process
- did not follow call payment process
- too soft, too hard, no rebuttal stated when it is necessary to state, did not issue a refund, no turnaround time provided



- did not state cancellation confirmation email, did not cancel the account
- Proactively offer cancellation and refund
- did not follow procedure in sending ticket to billing, no turnaround time provided
- did not follow downgrade process
- did not follow transfer process
- wrong information re: RR, RW, Cover Letter Writing
- Explained account specific information without pulling the account
- Giving inaccurate, incomplete, misleading information to cxs
- Not providing issue resolution or incomplete issue resolution provided
- Not being able to address other concern when the cx raised it on the call
- Providing Account PW by Phone
- Did not handle 2 accounts MPR and LC when it should be
- Handled UK account when it should be transferred (but agent can handle cancellation only)

### **Markdown on Show Willingness To Help**

- Did not go extra mile in helping out cx (just walked the cx through, but cx can't follow or unable to do it on their end- did not offer to send resume via email)
- Cx has multiple issues: did not offer further assistance to rectify issue other issues, just focus on cancellation/refund
- Too hard on refund, too many rebuttal stated that causes the cx to feel aggravated
  - double ding ( account maintenance and willingness to help)
- Waited for the cx to feel aggravated, did not issue refund, let the cx rant and blast negative feedback or send a complaint
  - double ding ( account maintenance and willingness to help)

**May 09, 2014**

### **Clarification between the relationship of LC and MPR**

1. **Both sites are owned by the company LiveCareer**
2. **They are both products of LiveCareer and are both billed by LiveCareer**

If asked if information is shared between the two sites:

- When you register a free account on one site, you can use the same username and password to log onto the other site.
- All information and data that you enter in on one site is kept on that site and is not available via the other.

## April 29, 2014

The “no up-sell” policy will take effect on May (week 1) onwards.

We will no longer offer Resume Posting, Cover Letter Builder, Resume Builder (whichever is applicable on the account) before cancelling the subscription unless the customer ask for it then do provide complete details.

**Note: Please see content of Script: 3 Calls Flows / Auto Renewal for your reference.**

## April 16, 2014

**If customer claims that they have cancelled within the 14 days. Give them full refund instead of pro-rated refund**

**Scenario 1** – at the ONSET of the call cx advised *“I cancelled within 14 days and I am still being charge”* or *“I have cancelled within the trial period but now I got a charge for \$—”*

- No need to explain auto renewal feature
- Check the account
- Probe on how cx cancelled
- Advise no confirmation that it was cancelled
- followed by “let me see on what I can do about the charge”
- Process full refund

**Scenario 2** – at the ONSET of the call cx advised *“I was charge \$— but I already cancelled it”* (did not mention within 14 days or same day as purchase)

- pull up the account and probe further
- explain auto renewal
- if cx asked for a refund – provide proper rebuttal
- if cx insist then process pro-rated refund (provide full if cx insist again)

**Scenario 3** – cx advised she cancelled within the 14 days **ONLY AFTER** you explained the auto renewal feature.

- follow proper call flow
- probe further
- if the cx asked for a refund – provide proper rebuttal
- if the cx insist then process pro-rated refund (provide full if cx insist again)

**Note:** refund in full and no rebuttal needed ONLY when it was established that the cx cancelled within the 14 days (meaning: they mentioned that they cancelled within the 14 days trial)

## April 8, 2014

### **Refund Process/showing 2 accounts:**

If cxs are unaware that they have 2 accounts, will the agent pro-actively say that that they have 2 accounts?

Answer: **Yes**

- If the cx calls about cancellation, inform the cx that they have 2 accounts with us and if the cx requested to cancel both, then do so
- same thing; if they want a refund, follow refund process and refund both accounts

**If agent sees double charged account, can the agent pro-actively say that they were double charged?**

Answer: **No**, we go by don't ask, don't tell policy, we only touch the charge the cx is disputing

**Handling 2 accounts: whether you're handling different LOBs you will stick with your opening and closing spiel:**

- If you're an LC Agent- LC opening and closing- handling MPR account
- If you're an MPR agent – MPR opening and closing – handling LC account

### **CHAT/ PHONE**

#### **Cx's issue:**

- Registering their email, they thought they're registering it for the first time and they are being prompted with "the email you have entered is not valid. Please enter a different email address"
- Was trying to create a cover letter and completed step 2, It won't move to step 3 to edit
- I am almost finish but when I hit continue, it says okay.

And the like....

#### **NOTE:**

- Do not just inform cx to change browser, it won't totally resolve cx's issue



- you ask for cx's email and inform that they have an account with us then reset or provide password if pw is visible on the account (you can only provide account PW via chat)

## RESOLUTION:

- Apologize for the inconvenience
- Ask for cx's email
- If you see there's already an account, inform cx that they already created an account with us
- Inform that you will reset the PW or if there's a visible PW, provide it to the cx ( chat only)- For phone (send it via email)
- **Chat:** Reset pw to 123456 and inform cx that they will be prompted to reset it afterwards, advise cx to refresh their home page or log out and log back in or if PW is visible, provide PW via chat only, then provide the link on how to log back to the account
- **Phone:** If account is visible then provide Password by sending it via email, if there's no PW seen on file, you can inform that you will reset PW to 123456 then they can reset it afterwards, advise to refresh home page or log out and log back in.

*Please see screenshot of cx's issue:*

The screenshot shows the LiveCareer website interface. At the top, there's a navigation bar with options like 'Manage Sections', 'Settings', 'Print', 'Download', 'Email', 'Import', and 'Paper'. The main content area is titled 'Danny Sample' and shows the 'SELECT TEMPLATE' step of the resume creation process. A modal dialog box is open in the center, displaying an error message: 'The email address you have entered is not valid. Please enter a different email address.' The dialog box has an 'OK' button. The background shows the resume creation interface with sections like 'Professional Summary', 'Core Qualifications', and 'Experience'. The user's email is 'luc\_rosales@hotmail.com' and the password is '123456'. The dialog box also shows a checkbox for 'Yes I know my correct'.

*info: Please wait for a customer service representative to respond.*

*info: You are now chatting with 'Diorella'*

**Diorella:** Hello, thank you for using LiveCareer Help. How may I help you today?

**Erin:** was trying to create a cover letter and completed step 2. it wont move on to step 3, edit.

**Diorella:** I apologize for the inconvenience. Let me help you with this Erin

**Diorella:** May I please have the email address you used to create your account?

**erin:** eirkids2@yahoo.com

**Diorella:** Thank you

**Diorella:** Upon checking here you already have an account created. I can provide you your password on file.

**Diorella:** Password: peargate478

\*Diorella: To access the resumes/cover letters that you have previously created you need to log back into your account. To log back into your account, go to [www.LiveCareer.com](http://www.LiveCareer.com) and click the Members and Sign in here link on the top right of the window. Once you login, click the Resume or Cover Letters tab. All of your resumes and cover letters are saved and stored on each tab.

**erin:** ok, thank you

**Diorella:** You're welcome! Can I assist you with anything else at this time?

**Diorella:** I am sorry but since I am unable to get a response from you. I will have to end this conversation now so that I can assist other customers. If you still have questions, please click to chat with us again or call our hotline 888-816-0576.

*info: Thank you for chatting with us. To receive a transcript of this chat, or tell us how we did today, please click the "Close" button on the top right of the chat window.*

*info: Please wait for a customer service representative to respond.*

*info: You are now chatting with 'Diorella'*

**Diorella:** Hello, thank you for using LiveCareer Help. How may I help you today?

**Denise:** I sent message 10 minutes ago because I am almost finished but when I hit continue it says ok....the rep told me to get off of chrome and was internet explorer....I did that and I am having same issue.....:(

**Denise:** use

**Diorella:** I apologize for the inconvenience. Let me help you with this Denise

**Diorella:** May I please have the email address you used to create your account?

**Denise:** denisepunky222@aol.com

**Diorella:** Thank you

**Diorella:** Upon checking here you already have an account created. I can provide you your password on file.

**Diorella:** Password: jamaica85

\*Diorella:\*To access the resumes/cover letters that you have previously created you need to log back into your account. To log back into your account, go to [www.LiveCareer.com](http://www.LiveCareer.com) and click the Members and Sign in here link on the top right of the window. Once you login, click the Resume or Cover Letters tab. All of your resumes and cover letters are saved and stored on each tab.

**Denise:** Thank you

**Diorella:** You're welcome! Can I assist you with anything else at this time?

**Denise:** well that did not work either.....

### Saying PLEASE when asking for cx's information:

- Whenever you ask for any information whether by phone or via chat you need to state the word "PLEASE"

## March 12, 2014

### RESUME WRITING and COVER LETTER WRITING (LC US ONLY)

- we follow the **time frame of 2-3 BUSINESS DAYS**
- this is **after consult** not initiation
- Be sure to stress out the **term BUSINESS DAYS** to our customers. Writers actually prefer not to give "deadlines" over the phone since there are so many variables that impact delivery, sometimes they come in a bundle together so writers cannot promise a different delivery time.

CS folks can just tell customer average time is 2-3 BUSINESS DAYS from consult/or once writer has gathered all documents needed from customer (done via email).

In any case they *prefer no consultation*, time frame is still 2-3 BUSINESS DAYS after all documents are gathered as needed by the writer.

Soon, our writers will be sending out an official notification to CS with instructions as per Joelle.

### RESUME REVIEW (LC US ONLY)

- Resume Review is a different department
- Time line for that is still 1-2 business days

## February 20, 2014

### POSITIVE SCRIPTING

#### Explaining Renewal Policy



**DO** – since you were unable to cancel



**DON'T** – You did not cancel – You failed to cancel

### Issuing Refund



**DO** – Let me see on what I can do about that



**DON'T** – We don't normally issue refunds  
- We do not issue refunds  
- We cannot

### System Issues (Latency, system down/update)



**DO** – Our system is currently updating



**DON'T** – System is running slow  
- System is not responding

### Sentence Construction



**DO** – Say, Unfortunately

**NOTE:** if the customer wants to hear the words YES or NO from you then you can say it but make sure to supply with an explanation.



**DON'T** – no one liner responses

### DOWNGRADE PROCESS:

- When you cancel the annual subscription cancel it using the cancellation tab and state that we will send them a cancellation confirmation email. Do not cancel it by setting the account to expire using the Find Subscription Tab.

**CAREER TEST:**

CDI PREMIUM (\$24.95)

CDI DELUXE (\$39.95)

CDI Upgrade (\$15.00)

**CAREER TEST: Deluxe vs Premium**

“The only difference between the premium and the deluxe (besides price) is the detail in the report that is sent after the customer completes it. The Deluxe goes into more detail and depth in the analysis”

- If the cx pays for the career test, they can automatically view the result, download or print
- If the cx just utilize the free career test, they can view the result, but the information is only limited

## January 21, 2014

**In case that page won't load, you can advise the customer to:**

- Delete cache and cookies
- Educate them to press CTRL+SHIFT+DELETE
- Then click the drop down button select “from the beginning”

## December 31, 2013

**QA REMINDER: CHAT****DO's**

- Answer chat requests within 5 secs
- Address cx's name and personalize it
- Capitalize first letter of cx's name
- If it is a noun- capitalize the first letter
- Read chat transcripts thoroughly
- Pay attention
- Always thank the cx for the information provided

- **Use complete sentences**
- Use **"Please"** when asking for information
- Use proper punctuation
- Address all issues
- Show willingness to help
- Rectify other issues raised esp. if cx is dissatisfied with our service, there are site issues or inconveniences
- Apologize when necessary
- If cx asks if the charge will be credited back (question form)– rebut first, if cx insists, issue pro-rated refund, cx declines, issue full refund (as long as there's no account activity)
- Cx directly asks for a refund, no need to rebut, say: let me see what I can do about it, then issue pro-rated refund, cx insists, issue full refund (as long as there's no account activity)
- Cx insists for refund (with account activities) ask supervisor's approval\*



### **DONT's**

- Do not use one liner responses
- Do not put Titles to cx's first name ( Ms. or Mr)
- Do not filter cx's concern
- Do not shorten your answers
- Do not abbreviate words
- Do not put emphasis or use bold letter just to make a point
- Do not capitalize a word
- Do not use exclamation point
- Do not use smileys, emoticons and text speak
- Do not end the chat like you do not realize that the interaction with the cx is a disaster and the customer is highly upset
- Not fully engage on the chat conversation
- Not answering chats on a timely manner – too many stallers
- Not getting the charge/refund amount correct
- Waiting for the cx to feel aggravated
- Too many disclosure and disagreements
- Arguing with the cx
- Not taking full ownership of the chat request esp. for refund request *Cx mentions keywords:* disputing charge to the bank, asking for a supervisor, BBB – but asks cx to contact our Toll free and not issuing full refund

**NOTE:** Let's all avoid cxs from sending complaints to BBB and posting site complaints to the following: Sitejabber, scambook, complaintsboard, exposeascam, scaminformers, ripoffreport, scamion, merareview, pissedconsumer, consumermotion, MyWOT and Fixya.

## December 16, 2013

### Suggested notes:

#### I want to cancel – found a job

- LC or MPR or LK UK /Caller's name/ phone #/email address/ cancellation/ found a job/ cancelled

#### I want to cancel ( no monthly charge yet)– reason: don't want to be billed further/ don't want monthly charges

- LC or MPR or LK UK /Caller's name/ phone #/email address/ cancellation- don't want monthly charges (**varies depending on cx's reason**) offered CLB or RM – declined/ cancelled

#### I have cancelled and been billed no cancellation pushes through

- LC or MPR or LK UK /Caller's name/ phone #/email address/ claims that account has been cancelled but still being billed/ asks probing questions/ cx stated account was cancelled via (*email/chat/online/ phone*)/ explained auto-renewal/ cancelled/cx asks if charge can be refunded / rebutted/ cx insisted/ issued pro-rated refund/ disclosures given
- LC or MPR or LK UK /Caller's name/ phone #/email address/ claims that account has been cancelled but still being billed/ asks probing questions/ cx stated account was cancelled via (*email/chat/online/ phone*)/ explained auto-renewal/cancelled/cx asks if charge can be refunded / rebutted/ cx insisted/ offered pro-rated / cx insisted for full/ issued full refund disclosures given

#### Employees error- account should have been cancelled on time

- LC or MPR or LK UK /Caller's name/ phone #/email address/ claims that account has been cancelled but still being billed/ cancelled/ issued full refund

#### Cx self- cancelled –still being billed

- LC or MPR or LK UK /Caller's name/ phone #/email address/ claims that account has been cancelled but still being billed/ informed cx that account has already been cancelled/ explained auto-renewal/ cx asks for a refund/ issued pro-rated refund or full refund

#### **Cx requested cancellation– line got cut off -no disclosure given**

- LC or MPR or LK UK /Caller's name/ phone #/email address/ wants to cancel/ (reason for cancellation)/ cancelled/ line or chat disconnected/ no disclosure provided

#### **Recurring billing/ Charges inquiry/ Monthly charges – did not auth., unaware, no idea about LC/ MPR/ LC UK, etc**

- LC or MPR or LK UK /Caller's name/ phone #/email address/ recurring billing- did not authorize **(varies depending on cx's reason)** /explained auto-renewal/ cancelled/cx asks if charge can be refunded /rebutted/ cx insisted/ issued pro-rated refund/ disclosures given
- LC or MPR or LK UK /Caller's name/ phone #/email address/ recurring billing- did not authorize **(varies depending on cx's reason)** /explained auto-renewal/ cancelled/cx asks if charge can be refunded /rebutted/ cx insisted/ offered pro-rated refund/ cx insisted/ issued full refund / disclosures given
- LC or MPR or LK UK /Caller's name/ phone #/email address/ recurring billing- did not authorize **(varies depending on cx's reason)** /explained auto-renewal/ cancelled/ cancelled/cx asks directly for a refund/ issued pro-rated refund/ disclosures given
- LC or MPR or LK UK /Caller's name/ phone #/email address/ recurring billing- did not authorize **(varies depending on cx's reason)** /explained auto-renewal/ cancelled/ cancelled/cx asks directly for a refund/offered pro-rated refund/ cx insisted/ issued full refund/ disclosures given

#### **Refund request – directly asks for a refund on the onset**

- LC or MPR or LK UK /Caller's name/ phone #/email address/ refund request/ explained auto-renewal/ cancelled/ issued pro-rated refund/ disclosures given
- LC or MPR or LK UK /Caller's name/ phone #/email address/ refund request/ explained auto-renewal/ cancelled/ issued full refund/ disclosures given



- LC or MPR or LK UK /Caller's name/ phone #/email address/ refund request/ explained auto-renewal/ cancelled/ offered pro-rated refund/ cx insisted/ issued full refund refund/ disclosures given

### Concern & Reason

Other Issues:

- **Site Issues** : unable to print/email/download
- **Formatting/ Editing issues** : margins, line spacing, etc
- **Password issues** : forgot PW, reset PW, email re pw not received
- **Payment Issues**: XML, Invalid data, CVV failure, Auth declined

LC or MPR or LK UK /Caller's name/ phone #/email address/ concern/ reason for the issue/ action taken

### Misroutred call

- LC or MPR or LK UK /Caller's name/ phone #/email address/ misrouted call/ chat / (MPR, LC, LC UK account)/ toll free and hours of ops provided/ transferred

### Payment Process

- LC or MPR or LK UK /Caller's name/ phone #/email address/ process order/advised email confirmation, refresh page and auto renewal

### Cancellation – Call disconnected

Agent should cancel the service if:

- Email has already been captured
- Account has already been verified
- Account has already been pulled up
- It was established that cx wants to cancel
- Cancel the account, with the exception of
  1. \*\*If the agent is handling LC and the account is under MPR (no toll free# and hours provided yet and agent haven't mentioned to the cx that the account is under MPR) – do not cancel, just notate the account – vice versa
  2. \*\*If the agent already mention that the account is under MPR/LC, no toll free provided yet then call got disconnected- do not cancel

**Note** – if customer is already irate because he/she has been disconnected multiple times via chat and still subscription is under different account then you may ask any support on the floor for permission to cancel the subscription of the customer. Make sure to notate that permission was granted before cancelling subscription.

**Charge Inquiry and cx wants to cancel –cx inquires about the charge and you've heard the word cancel**

- Email has already been captured
- Account has already been verified
- Account has already been pulled up
- It was establish that cx wants to cancel
- Cancel the account

**On the verge of issuing a refund**

- Email has already been captured
  - Account has already been verified
  - Account has already been pulled up
  - Cancel the account
1. **\*\* If you haven't stated the amount yet, cx disc- no refund will be processed**
  2. **\*\* If you have stated the pro-rated amount then cx disconnected, no refund will be processed**, but notate the account that you've mentioned the amount, indicate on notes the amount you'll supposedly issue, but call/chat disconnected
  3. **\*\* If you already stated the pro-rated refund amount and cx agreed then call/chat disc – process the refund**

**Note:** *Notes should be complete – what transpired on the call until call disconnected, if you have not given any disclosure notate it as well and of course indicate there call/chat disconnected*

**TICKETS:**

- If the cx is disputing the charge, explain the charge and then cancel the account

## December 2013

LC UK

- Auto renewal feature is not stated on the email confirmation
- When explaining the auto renewal feature, just state that it is stated on the subscription sales page

## November 22, 2013

### CHAT FORGOT PASSWORD:

Process:

- If cx forgot pw, ask cx first if they already utilize the forgot pw link, if not send canned response forgot password ( WE ALREADY INCLUDED MPR and LC UK forgot password link)
- if cx already used the link and did not receive any password, we can reset it for them to 123456 as long as there's no password showing on the admin tool. You can educate cx that they can also reset it afterwards so they can personalize it
- If PW is visible then you can give it (chats only)

## November 19, 2013

### QA REMINDER: CHAT and Resume Writing

- If you're going to use your own words and not our canned responses to answer cx's query, ensure that you **make use of proper punctuations**. If there's a need for a **comma, period, semi colon, colon, hyphen, spacing, dashes, question marks and apostrophes** in a sentence do so.
- Ensure that you're typing the correct spelling- if you made a mistake, apologize for it and correct yourself
- **NEVER** use Emoticons / **No** Abbreviations / **No** text speak
- **NEVER** put **EMPHASIS** on a word or **CAPITALIZE** it
- **NEVER** use Exclamation point !!!!
- Ensure that you read cx's concern and not just use scripted responses/verbiage when answering
- Answer chat on a timely manner
- Avoid being idle for 90 seconds. Be prompt when answering cx's query.
- Do not close the chat without resolving cx's concern
- If cx has not responded in 3 minutes, you can send the canned response "I am sorry but since I am unable to get a response from you.... "

- If cx stated that they cancelled and been billed, follow the procedure just like when taking calls, ask probing questions to draw more information first, do not just reply with a canned response in explaining auto-renewal right away
- If cx provided the email and requested to cancel, cancel it on your end, of course follow the chat flow just like when taking calls.
- If cx stated “I want to cancel” but no email address provided on the onset, follow chat flow, offer to cancel it on your end first :**“I can cancel it for you”** and then give ways to cancel after: **or if you prefer here’s how to cancel .....**” or provide the link to cancel (offering the link to cancel is not recommended but can be done only after you offer to cancel on your end)
- If cx asks How to cancel- Give 4 ways to cancel
- **ALWAYS FOLLOW CHAT FLOW AND PROCEDURE**

## RESUME WRITING

If customers ask you what career level they would fall into?

- Asks probing questions first
- Don’t just give suggestion based on what you think
- We need to avoid cx from purchasing the wrong option
- And avoid writers to create a resume which is not suitable for cx’s career level

Depending on your career level, there are three options:

1. Entry Level: **Less than 3 years’ experience** = \$85
2. Professional Level: **Mid-level professionals, managers** = \$160.00
3. Executive Level: **Vice Presidents, C-Level execs** = \$245.00

## November 06, 2013

When purchasing a package for customer **MAKE SURE** to login first to their site to verify what **OFFER** they are **ELIGIBLE** for. We now have More price testing for RB, so for us to verify we would need to log on to the customer’s account to check what is available for them.

In addition, you can check on **AB TEST** under the account profile of the customer.

**Transactions**

Date	ID	Gateway Ref	Type	Result	Amount	OrderID	SubsID	
04-Nov-2013 10396094	C037076138359620700066	Recurring Initial	SUCC	0.95	<a href="#">2701952</a>	<a href="#">2305177</a>		RFND/CHGBK
04-Nov-2013 10396093	C036104138359620578996	Recurring Initial	SUCC	1.00	<a href="#">2701952</a>	<a href="#">2305177</a>		RFND/CHGBK

[Notes](#) [Products](#) [Privacy](#) [AB Tests](#) [Activity](#) [Errors](#) [Deactivate](#)

**AB Tests for User Sylvette [REDACTED]****AB Test**

AB Test - Flex Sell Page

SKU Pricing Combinations

E-Commerce Flow

Resume Marketer ABN Test

Test different version My Resume Home Page.

Real Time Feed Back for flex.

Recurring charges paradigm

Resume Writing Pop Up

**Case for this user**

Html.net sell page

1 Year and 1.95 14 Day 34.95 Monthly

1 Page with Regular Titles

Remove Resume Marketer from site

Baseline

Baseline

Monthly Recurring

Resume Writing Case 2(with Professionally Expert).

[Back](#)

Example 1: cx does not have a subscription yet and was inquiring for the monthly fees, check the account under AB TEST it will show that this customer is under \$39.80 test every month (9.95 if broken down per week as shown on the sales page. If you do not know how much is the initial subscription for this customer then you open the profile and click on download so it will show you the sales page.

AB Tests for User **Shari**

AB Test	Case for this user
AB Test - Flex Sell Page	Html.net sell page
Posting reminder on resume home page	No posting reminder
Log Out Flow	Follow Us on Social
E-Commerce Flow	1 Page with Regular Titles
Real Time Feed Back for flex.	Baseline
Resume Marketer ABN Test	Remove Resume Marketer from site
Test different version My Resume Home Page.	Baseline
<b>Recurring charges paradigm</b>	<b>Every 4 weeks at 39.80</b>

**Back**

Example 2: agent purchased subscription for cx and processed \$2.95 where the AB TEST shows she is under \$1.95 testing with \$34.95 Monthly recurring fee. It is your job to check the account and giving out a reason "eh dami kasing kiniclick para icheck nagaantay si cx" is NOT valid

AB Tests for User **Stacie**

AB Test	Case for this user
AB Test - Flex Sell Page	Flex Subscription Popup
Posting reminder on resume home page	With posting reminder
<b>RDB Optin</b>	<b>No optin</b>
<b>SKU Pricing Combinations</b>	<b>1 Year and 1.95 14 Day 34.95 Monthly</b>
Resume Marketer ABN Test	Remove Resume Marketer from site
Test different version My Resume Home Page.	Baseline
E-Commerce Flow	1 Page with Regular Titles
<b>Recurring charges paradigm</b>	<b>Monthly Recurring</b>
Real Time Feed Back for flex.	Baseline
Resume Writing Pop Up	Resume Writing Case 2(with Professionally Expert).

**Back**

Example 3: cx inquired how much the charge monthly after her 14 days and agent explained \$34.95 wherein cx is under AB test for \$35.80 per month. Again it is your job to check the account first before providing any information because this cx might call back when she sees \$35.80 on her account when she was told that it is just \$34.95.

AB Tests for User **Rachel**

AB Test	Case for this user
AB Test - Flex Sell Page	Html.net sell page
Post-purchase	RR Add-on - Resume Home
Posting reminder on resume home page	No posting reminder
E-Commerce Flow	1 Page with Regular Titles
Real Time Feed Back for flex.	Baseline
Resume Marketer ABN Test	Remove Resume Marketer from site
Test different version My Resume Home Page.	Baseline
<b>Recurring charges paradigm</b>	<b>Every 4 weeks at 35.80</b>
Resume Writing Pop Up	Resume Writing Case 1(with Certified Expert).

**Back**

## October 26, 2013 – QA REMINDER

### Scenario: Customer claims that he/she cancelled the service, but been billed

If cx did not mention when they cancel, how or what method used; Agent should ask probing question after getting the account information and once the account is pulled up:

- When did you cancel?
- How did you cancel?
- What method of cancellation did you use?
- Can you still recall the name of the agent you have spoken to? (if cx cancels by phone/chat)
  1. ask cx what phone # they use to call to cancel, so we can check our records
  2. if the cx cancels online, you inform cx that if they have successfully cancelled online they will be prompted that account has been successfully cancelled and a cancellation confirmation email will be sent automatically for their records\*
- If the cx cancels via email and the date of the request was the date before it auto-renewed, but we resolved or cancelled on our end a day late or so, we rely on the date of the ticket cx submitted the request to cancel
  1. Do further research, do not just rely on account notes – always check the email sent of the cx via LP for our reference

#### Note:

Of course it is still important to explain auto-renewal policy thoroughly if cx is unaware of our policy.

If you have established that cx cancels the service within the 14 days, issue full refund, if not issue pro-rated refund

### RESUME SERVICES (LC US)

**If cx inquires about RR and RW services, inform cx of all the details of it, must have, its features, benefits, prices, availability**

**NOTE:** Every time you receive a call/chat from a customer inquiring about our Resume Services (Resume Writing or Resume Review) please advise the TL on duty AND send an email/Skype containing the following details:

Please include the following when sending in emails/Skype about our Resume Services:

- Reason of the call
- Time of the call
- Customer Details
  1. Customer's Name
  2. Customer's email
  3. Customer's contact number

**If CX is INTERESTED IN RW, but wants to speak first with RW expert**

**Agent:** I can ask one of our Resume Writers to give you a call. I just need a little bit of information from you: Your Name, phone number, your experience level and your target job title.

**Timeframe:** Inform cx that they need to wait 1-2 business days

Inform any TL as soon as possible and give all the details needed:

- Reason of the call
- Time of the call
- Customer Details
  1. Customer's Name
  2. Customer's email
  3. Customer's contact number
  4. Experience level
  5. Target Job Title

**If cx expresses that they want to purchase RR or RW and cx has an account with us; acknowledge and help cx to purchase the service**

**Give this disclosures:**

- They will receive payment confirmation email
- Educate cx that need to login to their account
- Click **Fix it now**, so they can start filling out the necessary information
- Cx needs to **Hit the Submit button** to initiate the service



**RESUME POSTING (LC US)**

**Not applicable to offer for those who created an account 10/3/2013- onwards (until further notice)**

## **\*\*QA POINTERS\*\***

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### **July 2014**

#### **Account Documentation Worksheet Sample LC, MPR and UK Editing Workaround**

- to view full file please open the worksheet saved under the shared folder
- \\10.80.2.21\\livecareer folder\\AGENTS\\FOR KNOWLEDGE BUILDER
  - *NOTE:* Do not override the worksheet, you can copy and save to your computer

#### **QA POINTERS:**

##### **Initial Positive Response**

- Answer the call within 3 secs./ Chats- within 5 secs/ For LC UK Chats- within 10 secs.
- Count silently 1, 2, before you state your opening so it will not be cut off in the recording
- Include the word “ TODAY” when stating your opening spiel
- Say MY NAME is, not This is
- Say CHOOSING, not calling
- Put a SMILE on your face when stating the opening spiel

##### **Energy during the call**

- Avoid dead air for 10 secs or more – do small talks, tell what you are doing
- Sound Livelier on every call- opening body and closing – be consistent with your energy!

##### **Account Validation**

- Always say “PLEASE”, whenever you ask for email address, last 4 digits, cc information, name or any information
- Always say THANK YOU for the all information the cx provides.
- For CC information- one Thank you will do
- Just say THANK YOU instead of Thank you for that information- make it short and simple
- Always personalize call/chat by addressing cx’s name. Verifying is different from personalizing it

## Demonstrative Active Listening

- After the cx stated their concern, state your ASSURANCE stick with I CAN HELP or LET ME HELP YOU WITH THAT- short and simple ( definitely, no worries, no problem and others are not necessary)
- When you already state your assurance, no need to verify your understanding or confirm cx's concern
- If the concern is not clear, you can verify it, once understood then state your assurance
- If cx already stated the name at the onset, you need to personalize cx's name, no need to state "May I please have your name?"
- If you heard the cx stating his/her name, but it was stated abruptly, you can say, I'm sorry I was not able to catch your name, May please have it again?
- Always Pay Attention to cx's concern to provide appropriate response
- If cx is unaware of our service, ask probing question if cx recalls creating resume/cover letter on site
- If Cxs CLAIM THEY CANCELLED the service and still being billed, ask probing question first (when, how or what method of cancellation they use- if cx did not provide any information at the onset), do not explain auto-renewal policy right away (No probing questions or missed out one question)
- If Cxs CLAIM THEY CANCELLED the service and state "14 days or within the trial period"- no need to explain auto-renewal, you can ask what method of cancellation cx used, then proceed in explaining, ex: based on what I see on your account, there's no cancellation made, that's why the account remains active, what I can do is to cancel the service to stop further charges.
- It is Not necessary to state " I'll take your word for it", for cx claiming they have cancelled and been billed (coaching)
- Active listening is important so you won't ask the cx to repeat the email or any information provided
- If you struggle 3 times for the spelling of the email address that merits markdown

## Observed proper hold procedure

- When you place the call on hold – DO NOT just inform, ASK PERMISSION ( state it this way:
  - Is it okay If I place the call on hold for a minute or 2, while (reason for holding), then, thank the cx
  - Get back within 2 minutes
  - Thank the cx for waiting

### Note:

- If you need more time, you can place the call on hold again and inform cx that it will take another minute or two.
- On your first hold, you really need to get back within 2 minutes to avoid long hold
- If you had long hold and you did not apologize for it, markdowns fall on observed and apologize when necessary

## Empathy/ Tone of voice/ Professionalism and Call Control

- Always **ACKNOWLEDGE** cx's statement
  - Whenever they say thank you, stated you've been a great help and the like
  - Reason for cancellation has been stated – acknowledge it – state “I understand”...
  - If the Reason for cancellation is “it is too expensive” – say I understand, then back it up with statement like” All of our subscriptions are auto renewing. This is to ensure no interruption in your service or many of our customers use the service during their entire job search”
  - Cx found a job! – State congratulations! Then refer to family and friends, Sitejabber should be offered before pre-closing
  - Cx expressed satisfaction and happy with our service – acknowledge, refer and sitejabber should be offered
  - cx is feeling frustrated, having a bad day, just got out from the hospital, divorced, nothing to feed her children, card has been stolen and the like – you need to EMPATHIZE
- **APOLOGIZE** When Necessary
  - NEVER EVER Apologize for the Charge and when cx states “ I Forgot My password Always apologize on a timely manner, after you heard the inconvenience, apologize right away
  - Apologize for:
    - Any Card or Payment Issues
    - Any Site Issues: unable to email, download and print, Edit, Formatting issues, spaces, etc., Page just loading, Others
    - Dissatisfaction to service:
      - Thought it's just 1 page, but it showing 2 pages,
      - I do not like the outcome of the resume/CLB
      - It was not helpful and the like
        - *Note:* Apologize and show willingness to help- rectify the issue
    - Thought it is for free- Apologize, then explain what free and paid services entails
    - Misunderstanding for the annual subscription- Apologize then clarify annual subscription
    - Call/ chat got disconnected while talking to the previous rep- I Apologize if the line/chat got disconnected while speaking with the previous representative. I am here to help you.
    - Others:
      - Verbal Collision
      - Password and email not received
      - Hold time too long
      - Wait time too long
      - Coughing or clearing throat – excuse your self

- **Show Willingness**
  - Cx is aware that she's been billed several months, agent issued full refund last charge, then cx questions about other charges, agent did not send remaining charges to Billing – this merits markdown
  - Did not rectify issues: print, email download or any site issues/ dissatisfaction
- **Empathize When Necessary**
  - Apologizing is different from empathizing
- **Use Positive Scripting all the time**
  - Never ever say:
    - "You did not"
    - "Since you were unable"
    - "was not able to"
    - "I/you cannot "
    - "System is slow"
    - One liner response
    - "No" on the first sentence"
    - **Any negative scripting merits markdown**
- **FOR MPR only**
  - "Avoid phrases "this is a valid charge", "we made every attempt to" and we made every effort"
- **Positive Attitude matters** – you should always be polite, courteous and friendly
- Your Delivery matters- how you say things has a big impact as well
- Do not scold the cx or talk down to them
- Be careful with your choice of words
- Do not rattle and stutter – Be spontaneous and be confident!
- Do not rush the call, Call Control is always important
- De-escalate once, if cx insists get a supervisor

### **Offered Like Us on FB/ Resume Posting /Delivered pre-closing & closing**

- When to state Refer to family and Friends and Sitejabber Feedback:
  - Cx found a job!
  - Cx expressed satisfaction to our service
  - Cx giving Kudos (for sitejabber –cx giving kudos, TLs can inform this to the cx)
- Refer to family and Friends: "We'd appreciate if you would tell your family or friends about us maybe we could help them land a job the way we have helped you"

- *Note:* Offer this after stating congratulations!
- Sitejabber – “We would also appreciate if you would post a feedback on your Livecareer/ My Perfect Resume experience on sitejabber. We’ll be sending you an email after this call. Thank you for your time
  - *Note:* Offer this BEFORE pre-closing
- **RM/CLB** – NO NEED TO OFFER!

### **CS policy & Procedure**

- Account Maintenance covers:
  - Following call/chat flow
  - Explaining Payment Errors, Running the card
  - Explaining Free and Paid Service
  - Explaining Auto-renewal Policy
  - Reactivation process
  - Payment process
  - Refund process – too soft, too hard, no rebuttal stated when it is necessary to state
  - Cancellation process
  - Pro-actively offer cancellation and refund
  - Sending Ticket to Billing Dept. procedure
  - Downgrade process
  - Transfer process
  - Disclosures: Confirmation Email, Turnaround time
  - Information re: Resume Services
  - Giving information without pulling up the account
  - Giving inaccurate, incomplete, misleading information to cx
  - Not providing issue resolution or incomplete issue resolution provided
  - Not being able to address other concern when cx raised it on the call
  - Providing Account PW by Phone
  - Did not handle 2 accounts MPR and LC when it should be
  - Handled UK account when it should be transferred

### **3 LOBs- Avoid this phrase – “we state” that the subscription needs to be cancelled within the 14 days**

- Don’t Ask, Don’t Tell:
  - Do not provide subscription signed up and auto-renewal date when not asked

- Do not provide information not necessary on the call. i.e. – explaining auto-renewal when the only concern was purely cancellation
- Account Documentation covers:
  - Pattern should be: LC or MPR/ caller's name and or bank Rep's name/ email address/ phone#/ primary concern ( reason stated at the onset of the call/ reason for cancellation/ action taken ( action transpired on the call/ other concern raised/ action taken
- You'll be dinged if:
  - If it is inaccurate, incomplete and no notes
    - There's no primary reason stated
    - Incorrect primary reason stated
    - Wrong name indicted on notes –instead of the caller's name, stated account holder's name
    - Did not state bank rep's name when the caller is the bank rep
    - Wrong spelling or name/ email address stated
    - No Phone #, No email address, No name
    - No cancellation reason and incorrect reason stated
    - Stated refund instead of Full or pro-rated refund
    - No action taken
    - Incomplete action taken for all of the concern raised
    - Wrong tagging- cancelled via chat, but tag as phone (vice versa)
    - Wrong segment ( Phone/ Chat)

### **Calibration Result Reminder/Updates: June 24-25, 2014**

- For coaching : if the customers express that they might want to go back to our service in the future, we only coach agent to offer \$9.95 by phone to reactivate the service
- If cx asks about wanting to reactivate the service in the future, but agent did not give out any information about it, we ding the agent under show willingness to help.
- For coaching: Not necessary to state “ I'll take your word for it”, for cx claiming they have cancelled and been billed
- Disclosure for refund: Please note that it will take 2-3 business days, sometimes even faster depending on your bank, before you see this refund on your statement. Agent should state “sometimes even faster”
- Remind the agents NOT to state: “Free Trial”, they should say: Fee Account (no subscription yet), 14 day Full Access or 14 day Initial subscription
- Remind UK agents that there's no auto-renewal statement on the email confirmation we sent to the cx
- Remind the agents that we do not issue full refund right away, unless the system allows it or customers claim they cancelled within the 14 days and been billed



- If cx's subscription is not monthly, but a 4 week subscription, agent should not state "This is why you were charged the monthly subscription for \$39.80, rather should state 4- week subscription"

### **Rudeness/Dropping or Releasing of Calls:**

- We do not tolerate Rudeness and Dropping of calls. Agents should know the repercussion of doing so.
- Terminable Offense Class D (Grave Offenses) under our COC: Offenses Affecting Company Interest: Behaving with disrespect, discourtesy, or improper conduct towards clients, customers, and other persons transacting business with the company

## **\*\*QA TALK\*\***

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**August 31, 2015**

### **TOPIC FOR DISCUSSION: CUSTOMER SERVICE SKILLS**

#### **INTRODUCTION:**

Providing outstanding customer service is how we deal with our customers at the onset until we end the call/chat. The kind of approach we display as we resolve their concern, by simply paying attention and understanding of their needs. It is establishing relationship with our customers.

Customer Service Interaction comprises of our **interpersonal skills**:

- The ability to listen actively and avoid barriers to communication
- Responding to cx's request by stating the assurance that we can help
- Thanking the customer
- The ability to present the information clearly
- By developing a positive attitude amidst cx's objection
- And by providing a resolution in accordance to CS Policy and Procedure

**The factors shown in our customer interactions are:**

- Accountability
- Responsiveness
- Professionalism

so it is important that we **care and we deliver!**

Here are the 7"sins" of Customer Service according to Schmidt:

1. Apathy
2. Brush Off
3. Coldness
4. Condescension
5. Robotism
6. Rule Books
7. RunAround

**Here are the “sins” to avoid, according to Schmidt:****1. \*Apathy\***- lack of interest

“Customers’ questions and issues are important to them, and they expect that those questions and issues will be important to the people they do business with. When employees don’t seem to care — perhaps because they’re preoccupied or express no emotion in their tone — customers will be upset.”

**2. The Brush-off** – no FCR

“This often comes in the form of phone trees, where customers can’t dial through to a person. In other situations, it’s when one front-line rep passes a customer onto someone else for help. The person who hears customers first should almost always make sure they’re happy to the end.”

**3. Coldness** – lack of warmth

“This is apathy and the brush-off combined and at their worst. In this situation, an employee might fail to acknowledge that a customer has brought up a legitimate problem or might address it as if it’s a nuisance. Front-liners need to stay warm and focused on one person at a time.”

**4. Condescension** – use of jargon

“When employees use jargon, acronyms or language that doesn’t sound like what customers use, they’re condescending. Front-line employees want to mimic customers’ language and rate of speech, and avoid company and industry jargon.”

**5. Robotism** – not building rapport

Agents are not trying to make a conversation, not sounding conversational, too stiff, and just focused on the call flow without connecting to the customer

**6. Rule books** – Too focused on following CS Policy and Procedure, but tend to come across as cold and uncaring.

**7. Runaround** – lack of going extra mile to help the customer

“Employees might give customers the runaround when they continually suggest customers look at a website, fill out paperwork or make another call. Many times, employees need to walk them through what they need to do. Eventually, customers will be able to figure it out for themselves.”

**CUSTOMER SERVICE SKILLS:**

**1) Be attentive** – Paying attention to address cx’s concern without repetition, being able to acknowledge the cx’s statement, and address their needs and wants.

2) **Be Patient** – The ability to understand customer's frustration and dissatisfaction, and handle it with ease.

3) **Clear Communication Skills** – “you need to be cautious about how some of your communication habits translate to customers.

-Relay important points clearly. Keep it short and simple, and leave nothing to doubt.

4) **Product Knowledge** – “know the ins and outs of how our product works”. Know the products and services by heart, so when the customers throw questions at you, it can be easily answered with ease and confidence.

5) **Use Positive Language** – “your ability to make minor changes in your conversational patterns can truly go a long way in creating happy customers

Language is a very important part of persuasion, and people (especially customers) create perceptions about you and your company based off of the language that you use.”

6) **Friendly, Polite and Professional** – You should have a cheery persona, in spite of dealing with irate customers. It is important to make the cx happy.

7) **Call Control** – Need to be concerned with what the cx wants in an efficient manner. Time is essential. Don't waste it.

8) **Keep Customer Service Experience Positive** – Display a positive attitude. Understand the customer. Avoid creating confusion and miscommunication with them.

9) **Stay Cool under Pressure** – Stay calm. Do not let a heated customer force you to lose your cool. It is your job to pacify the cx.

10) Lastly, great **work ethics**, the **perseverance** to do what needs to be done and being **goal oriented** are the key skills. Without your willingness to get it right, to keep it going until you get right, then we cannot move forward to improve.

**May 28, 2014**

### **3LOBs Like us on FB to be replaced by Sitejabber Feedback:**

- Agent should say: We would also appreciate if you would post a feedback on your Livecareer/ My Perfect Resume experience on sitejabber. We'll be sending you an email after this call. Thank you for your time.
- For call send an email, for chats used the canned response and send during chat session with cx

### **SiteJabber FAQ's:**

1. Cx found a job but with monthly charge, though the cx didn't dispute it, still offer to provide feedback on sitejabber? – **Yes, as long as the cx is happy, combo offer refer and Sitejabber feedback**
2. Do we need to note the ticket#? **Yes**
3. If the ticket# wasn't noted, is it a markdown? **NO**
4. If the cx doesn't want to be emailed, do we offer FB as an alternative? **Yes, we can**

5. Agent stated that he/she will send an email after the call, but did not send – **markdown – account maintenance**

#### On Account Documentation (sitejabber feedback)

- We only ding agent if they stated on notes they have offered the sitejabber when they did not
- If they did not indicate the ticket # for sitejabber – no markdown
- If they did not state on notes that they have offered the sitejabber feedback – no markdown

#### Cancelled and still being billed

- If cx claims that they have cancelled the service within the 14 days and been billed, agent should ask probing question: how, when or what method of cancellation they use, but if there's still no record of cancellation, we take the word of the cx to issue full refund
- If cx contacted us after a month of the charge, but it was established on the call that cx cancelled within the 14 days, agent should issue full refund, if it's not established then agent should explain auto-renewal then issue pro-rated refund

#### MPR new script (Valid charge):

1. MPR scripts are only exclusive for MPR agents? **Yes**
2. If cx stated "valid charge", "we made every attempt", "we stated" – this will be a markdown on what line item? **Positive Scripting 3 points**
3. The auto renewal explanation won't include anymore stating the sale page and email confirmation? **Yes, but it is part now of the rebuttal when cx asks for a refund**
4. If agent stated the purchased amount, is there a markdown for dont ask dont tell?, **No, but coach the agent that it's okay not to state it, unless cx provides a different amount charged, we will only ding agent for not providing the amount purchased or monthly charge in cases that cx mentions a different amount. – if that's the case markdown will be under Account maintenance**
5. If the agent is from LC UK and was transferred in the middle of the shift to take MPR calls or chats, will they use the new MPR scripts? **NO, stick with their script to avoid confusion**

#### OTHER FAQ's

1. If customer opted to get the annual subscription but already been charge for 3 months (35.80 each). Can we refund 3 charges still and provide annual subscription? If yes what will we advise the customer, will they get 1 year still or minus the 3 months?

- advised TL for approval, since we do not have concrete process for this

- refund the difference with sup's approval
- Gave 1 year subs, no need to advise unless cx asks, if cx asks then say cx has one year of service

2. If the cx has 3 charges for 34.95 (104.85 total) and the cx wants the annual but said don't refund the 3 charges anymore instead just provide me annual access even if the total of the 3 months is more than 95.40. is that ok?

- advised TL for approval, since we do not have concrete process for this
- yes we can as long it's approved by sup

3. If the customer is inquiring about annual subscription but cx already got charged for the monthly and agent proactively offered to refund and purchase the annual, will there be a ding for that?

- Ding under Account maintenance, first we do not have process for that, 2nd, agent pro-actively offered refund, cx was just inquiring about annual

4. If the agent advised to recommend to family and will send link for sitejabber but before the end of the call cx asked for the charges and refund. Are we supposed to send the sitejabber email still?

- If cx sounded unhappy on the call, no need to send the link
- If cx is disputing the charge no need to send the link, even if agent say so

5. If the customer wants to cancel, because she got a job and agent sees charges on the account, but the cx is not questioning it, are we supposed to still advise sitejabber? (as per update: Cx who found a job without the monthly charge)

- Yes, as long as cx is happy, combo offer refer and Sitejabber feedback

6. With the new MPR script: if the cx asked what charges for then agent explained renewal with shortened script, but the cx did not ask for a refund so the agent was not able to advise that its states on sales page and email confirmation. Should the agent still mention it on the call? Will there be a ding if agent did not complete renewal explanation if the cx did not ask for refund anymore?

- Yes, no ding, it's okay not to state it thoroughly stating subscription sales page and email confirmation, but if cx asks for a refund then it will part of agent's rebuttal

7. If cx has a job and agent advised to recommend to family and friends and leave a feedback in sitejabber and cx said "No" but agent still sent email for sitejabber link. Under what category is the markdown?

- Active Listening- 3 points

8. With the new MPR script: If the agent explained renewal feature stating it's under the sales and email confirmation and repeated the information for the rebuttal, is that ok?

- Okay, just for coaching purposes only

9. With the new MPR script: onset of the call , the cx wants to cancel and asked if charges can be refunded. Agent explained complete renewal with sales page and email confirmation. but the cx asked again for the refund, is the first explanation can be considered as the rebuttal since it has the information on where the renewal is stated?

- Yes, it can be considered since cx asked if charge can be refunded at the onset

## February 09, 2013

### PHONE: TOP 3 MARKDOWNS:

1. Demonstrate Active Listening: Understood customer's concern by providing appropriate response
2. Empathy/ Tone of voice/ Professionalism and Call Control: Apologize when necessary
3. CS policy & Procedure: Account Maintenance

**Demonstrate Active Listening:** Understood customer's concern by providing appropriate response

*Common Reason:*

- Lacks paying attention and asking probing questions
- unable to hear and understand cx's concern clearly
- Distracted
- Wrong probing question asked, repeated question
- Did not pay much attention to what the cx is saying
- Not focus- due to latency
- Busy pulling the account – Agents tend to forget the cx's main reason of the call

**Empathy/ Tone of voice/ Professionalism and Call Control:** Apologize when necessary

*Common Reason:*



- Not being able to acknowledge cx's inconvenience
- Too eager to explain
- Verbal collision
- Forgot
- Focused on cx's concern only
- Confuse when to apologize

**CS policy & Procedure: Account Maintenance***Common Reason:*

- Not being able to fully resolve cx's issue
- Unable to provided relevant information to fully resolve cx's concern
- made assumption and jumped into resolution right away
- did not follow refund procedure
- wrong information provided
- did not follow call flow
- not 100% focus because there are system issues
- Forgot to state disclosure, missed out giving disclosure
- Too eager to resolve cx's issue, unable to follow guidelines
- Not feeling well
- Generalized the explanation
- Did not explain auto-renewal, filtered cx's concern, focus on cancellation

**CS policy & Procedure: Account Documentation***Common Reason:*

- unable to edit notes- using own template
- No Notes, inaccurate and incomplete
- due to latency, thought notation has already been saved

**CHAT: TOP 3 MARKDOWNS:**

1. Empathy/ Tone of voice/ Professionalism and Call Control: Apologize when necessary
2. CS policy & Procedure: Account Maintenance
3. Offered Like Us on FB/ Resume Posting /Delivered pre-closing & closing

**Empathy/ Tone of voice/ Professionalism and Call Control: Apologize when necessary***Common Reason:*

- Not paying much attention to the chat conversation
- Too focus on the main concern, forgot to acknowledge cx's inconvenience
- Forgot, focus on cx's concern only
- Too eager to explain, not reading chat conversation thoroughly, filtered cx's concern

**CS policy & Procedure: Account Maintenance***Common Reason:*

- Not being able to follow process or lacks relevant information to fully resolve cx's concern
- Unable to provided relevant information to fully resolve cx's concern
- Wrong information provided, did not explain auto-renewal

**CS policy & Procedure: Documentation***Common Reason:*

- Using own template based account notation
- Unable to edit notes
- Too many chats and confused which one was already tracked
- Incomplete notes, inaccurate notation
- Multiple chats handled
- Forgot to notate
- Latency

**Offered Like Us on FB/ Resume Posting /Delivered pre-closing & closing :**

## Sitejabber Offer/ Recommend to family and friends

- Forgot to offer
- Just focus on cancelling the service
- Overlooked account details

## Pre- closing and Closing

- Forgot to state, send out closing spiel right away

## Offer FB and refer

- Unable to offer- missed out

## DEMONSTRATE ACTIVE LISTENING: Inappropriate Response

### **I want to cancel**

*appropriate response:*

- After pulling up the account, state **"I suppose you have a new job?"**

*inappropriate response:*

- Transition right away to offer CLB (no longer applicable)

### **I don't want to be billed monthly, I want to cancel**

*appropriate response:*

- After pulling up the account, transition to cancel the account

*inappropriate response:*

- Asks **"I suppose you have a new job"** when the reason for cancellation has already been stated on the onset

### **I am being billed, I did not authorize charge**

*appropriate response:*

- After pulling up the account, state auto-renewal policy thoroughly

*inappropriate response:*

- Asks **"I suppose you have a new job"**
- Transition to offer CLB (n/a)
- Did not explain charge
- Assumed cancellation

- (will be dinged under Account Maintenance)

**I don't know why you are charging me, I don't know your company, I never signed up for this**

*appropriate response:*

- After your assurance, state: LC/ MPR is a resume builder site, then ask probing question if cx recalls creating a resume or cover letter on site
- If cx recalls, then ask for the email address used, if not, ask for last 4 digits of the card
- after pulling up the account, state who created the account, if you asked for the last 4, state the email used and who created the account
- Then explain auto-renewal policy thoroughly

*inappropriate response:*

- asks for the email right away and explain charge

**I have cancelled it and now I am being billed again**

*appropriate response:*

- after pulling up the account, ask probing question first: When did the cx cancelled the service, how it was cancelled or what method used (you will only ask this if cx did not state any information as to when, how and what)

*inappropriate response:*

- after pulling up the account, agent state the auto-renewal policy

**Others:**

*appropriate response:*

- Use appropriate probing questions based on cx's concern

*inappropriate response:*

- Vague responses, out of context or wrong line of questions

## **Empathy/ Tone of voice/ Professionalism and Call Control: Apologize when necessary**

### **Any Card or Payment Issues**

#### *when to apologize:*

- Apologize at the onset after the cx stated that the payment did not go through or there's an error, then after state your assurance
- apologize right away or on a timely manner

#### *when NOT to apologize:*

- About Charges

### **Any Site Issues**

#### *when to Apologize:*

- unable to email, download and print, Edit, Formatting issues, Site issues, spaces, page just loading and Others
- I apologize for the inconvenience if you ( state the inconvenience). I will be more than happy to help you on that
- NOTE: Apologize and show willingness to help- rectify the issue

#### *when NOT to apologize:*

- Forgot Password

### **Dissatisfaction to service**

#### *when to apologize:*

- Thought it's just 1 page, but it showing 2 pages / I do not like the outcome of the resume or CLB / It was not helpful and the like
- I apologize for the inconvenience if you ( state the inconvenience). I will be more than happy to help you on that
- NOTE: Apologize and show willingness to help- rectify the issue
- Thought it is for free/ Misunderstanding for the annual subscription\*
- Apologize then explain what free and paid services entails

- Apologize then clarify annual subscription

**Others:**

- *when to apologize:*
- Verbal Collision
- Call/ chat got disconnected while talking to the previous rep
- Password and email not received
- Hold time too long, Wait time too long
- Coughing or clearing throat – excuse your self

**Call/ chat got disconnected while talking to the previous rep**

- *when to apologize:*
- I Apologize if the line/chat got disconnected while speaking with the previous representative. I am here to help you.

**CS POLICY AND PROCEDURE: Account Maintenance****Call flow 1: Cancellation – Found a job**

- *correct issue resolution:*  
As soon as you've pulled up the account state: I suppose you have a new job?

***wrong issue resolution:***

- Inaccurate
- wrong information provided
- lacks relevant information to resolve cx's concern or address cx's concern
- No disclosures given : cancellation and turnaround time for the refund
- Not following call flow
- Not following Refund Procedure
- Not Following Card Declined Procedure
- Not Following Payment Process
- Not Following Reactivation Process
- Not Following Downgrade Process
- Not Following Transfer Process
- Not Following Billing Dept. process

**Call flow 2: Cancellation and cx already stated reason on the onset**

*correct issue resolution:*

- As soon as you've pulled up the account state: cancel the account

### **Call flow 3: charges inquiry, unauthorized charges,**

*correct issue resolution:*

- explain auto-renewal policy thoroughly, a request for cancellation should be made onto the account, cx says, Yes, proceed with cancellation

### **Refund Procedure**

*correct issue resolution:*

- Issue pro-rated refund first, if the cx insists issue full
- Cx is aware of several charges, issue full last charge, cx insist, send ticket to billing dept, cx insists and irate issue another refund in full, (max is 3)

### **Refund Process:**

IF THE CX ASKS: WILL THE \$34.95 BE CREDITED BACK?: ( QUESTION FORM)

*correct issue resolution:*

- Unfortunately this is a valid charge and we make every effort to let you know of our recurring billing feature, but since we've already cancelled the service rest assured there will be no further charges. ( scripting only applies to US and UK)
- If cx insists, then say: Let me see what I can do about it, I'll check account activities first
- Since you did not make use of the service after the 14 days I can make an exception to issue a one time courtesy credit in a pro-rated amount of \$——
- if cx insists- issue full refund (as long as there's no account activity)

IF THE CX SAYS: I WANT IT REFUNDED, I WANT THE \$ 34.95 TO BE TAKEN OUT: (DIRECTLY ASKS FOR A REFUND)

*correct issue resolution:*



- After explaining the auto-renewal policy thoroughly, say: with regard to the charge let me see what I can do about that. First I will cancel it to avoid further charges and for the charge, I see that you did not make use of the service after the 14 days I can make an exception to issue a one time courtesy credit in a pro-rated amount of \$.... ( if cx insists for a full refund, then issue full refund.
- (Do not wait cx to feel aggravated or say they will dispute it with the bank or complain to BBB etc)

#### **\*Downgrade Plan \***

##### *correct issue resolution:*

- Apologize for the misunderstanding, Explain or Clarify Annual Subscription: You've paid for the annual subscription, that's \$ 7.95 monthly but it requires annual commitment so you need to pay \$ 95.40 upfront.
- Offer to downgrade plan to \$— (what AB Test states or the initial subs. has on the account)
- Inform the cx that you will cancel the service first. You will refund the difference, state the amount, Inform that you will give 14 day access and it will not auto-renew, Advised cx to refresh home page or log out and log back in in case the cx is logged in online.

#### **Thought it is for free**

##### *correct issue resolution:*

Apologize then explain what free and paid services entails:

- Our free account is meant to let users try out our templates, designs and examples before deciding to buy.
- The free account does allow you to download the resume as a text file, which you can use to submit to job boards, company websites, or any site requiring a text resume.
- However, if you want to print a resume to bring to an interview or email a professional looking resume in either PDF or Word format, you need a subscription
- \*\* it is important that you inform cx that they can download it in Plain text format\*\*

#### **Payment Process**

##### *correct issue resolution:*

- Informing the cx of the payment confirmation email
- Educating the cx of the auto-renewal policy

- Advising the cx to refresh home page or log back to the account

## Reactivation

LC – avail by phone only \$ 9.95 7 days only

*correct issue resolution:*

- Educating the cx that it will not auto-renew
- Check admin tool if the account is already set to expire
- Advising the cx to refresh home page or log back to the account
- BUT for MPR – avail monthly and annual subscription, they do NOT have \$ 9.95 ( 9/4 New release AB TEST \$9.95 14 days/\$9.95 4 weeks)

## Card Declined

*correct issue resolution:*

- Apologize
- Ask probing question- what error message the cx is getting?
- if it is auth. declined- state the spiel after pulling up the account
- offer to run the card or ask for another card
- Advise the cx of gift cards
- Give comp 1 day access if urgency is sensed.

## CARD ERRORS:

**\*\*CCV failure** –incorrectly typed the last 3 digits at the back of the card

**\*\*XML Invalid Data** – no input on City and State on the billing address

**\*\*Insufficient funds** – advised the cx to contact the bank

**\*\*card not permitted to card holder** – auth. spiel should be stated

NOTE: Regardless of what error you need to explain first why it is declining, then offer to RUN the card on your end, you can ask the cx if they have other cards with them

For auth. declined and card not permitted to card holder : when you explain it should be complete you need to state that we are an:

- International company or Global company
- Our bank is located in UK London

- It is likely as a safety precaution your bank or credit provider is putting a hold on this transaction, because it's coming from unfamiliar location
- contact your bank or CC to authorize the payment for Livecareer/ My Perfect resume and the hold will be removed

### **Cancellation Disclosure**

*correct issue resolution:* \* Every time you cancel a service inform the cx of the CANCELLATION CONFIRMATION EMAIL

### **Refund Turnaround time**

*correct issue resolution:*

- Every time you issued a refund, inform the cx that it will take 2-3 BUSINESS DAYS FOR THE REFUND TO BE POSTED BACK ON THE ACCOUNT

### **BILLING Department**

*correct issue resolution:*

- Inform the cx that they will receive a response from billing dept. via email within 2 to 3 business days
- Inform the cx that you will send a copy of the ticket for the refund request for cx's reference

### **Transfer Process**

*correct issue resolution:*

- Checked account details thoroughly
- Provided toll free and hours of operation
- State Pre-closing spiel
- State Closing spiel

## **CS POLICY AND PROCEDURE: Account Documentation**

### **Call flow 1: Cancellation – Found a job**

*proper documentation*

- LC or MPR/caller's name/Phone #/email address/cancellation- found a job/ cancelled

*improper documentation*

- wrong caller's name, wrong concern for calling, no action taken

**Call flow 2: Cancellation and the cx already stated reason on the onset***proper documentation*

- LC or MPR/caller's name/Phone #/email address/cancellation/ reason cx stated on the call or chat/ cancelled

*improper documentation*

- incomplete details: no name, phone and email, wrong reason, no reason for cancellation stated and no action taken

**Call flow 3: charges inquiry, unauthorized charges, cancellation, refund request / Issue pro-rated or full refund***proper documentation*

- LC or MPR/caller's name/Phone #/email address/primary concern stated on the onset/explained auto-renewal/ cancelled- (reason for cancellation)/issue pro-rated or refund or full refund
- Note: Accurate, complete, and notate only what transpired on the call/chat

*improper documentation*

- incomplete notes:
- No primary concern stated
- No reason for cancellation stated
- No Action taken

**Downgrade Plan ( from annual to initial charge)***proper documentation*

- LC or MPR/caller's name/Phone #/email address/ accidentally purchase annual subscription or misunderstanding re annual subscription/ offered to downgrade plan / cancelled subs/ issued prorated refund/ gave comp access 2 weeks/ advised it will set to expire/
- Note: you still notate what is the primary reason it could be accidentally purchase or misunderstanding

*improper documentation*

- Inaccurate notes:
- Notated account holder's name instead of caller's name
- Notated Issued refund when you did not issue one
- Notated you cancelled when account is still active
- Wrong refund processed
- Incorrect concern stated
- Wrong details ( name, phone and email)

**Site/Edit/Formatting issues***proper documentation*

- LC or MPR/caller's name/Phone #/email address/ site issues ( what kind of issue)/ action taken

**Password Issue: Forgot PW / Reset PW / Password not received / Incorrect PW***proper documentation*

- LC or MPR/caller's name/Phone #/email address/ Password Issue ( what kind of issue)/ action taken

**Login Issues: Password Not recognize / Wrong email or email not registered / Page just loading when I am trying to log in***proper documentation*

- LC or MPR/caller's name/Phone #/email address/ Login issue ( what kind of issue)/ action taken

## Payment Process

*proper documentation*

- LC or MPR/caller's name/Phone #/email address/ Processed payment/ advised auto-renewal, payment conf email and to refresh home page
- Note: you only notate what transpired or what you have stated on the call/chat

## Reactivation

*proper documentation*

- LC or MPR/caller's name/Phone #/email address/ reactivation/ processed payment/ advised it will set to expire/advised to refresh home page/
- Note: you only notate what transpired or what you have stated on the call/chat

## February 03, 2013

### PORTFOLIO

- We **DO NOT** offer **PORTFOLIO** for resume services nor for resume builder
- When cx asks about a certain portfolio, **you need to ask cx first what they meant by that or what are they referring to before giving out information**
- If you are unsure of what to say then ask any TL on duty

For your information PORTFOLIO means

*Noun*

1. "a portfolio is defined as a large, thin , flat case for loose sheets of paper such as drawings or maps."
2. a range of investments held by a person or organization."

*Adjective*

1. "relating to, denoting, or engaged in an employment pattern that involves a succession of short term contracts and part time work, rather than the more traditional model of a long term single job"

**AGAIN WE DO NOT OFFER PORTFOLIO, do not confuse cx nor yourself. We do not have any updates or information pertaining to portfolio being offered.**

Ensure that when you use certain terms, you should know what it means so you will not mislead cx with the information you are providing

For resume services, please see My Knowledge Builder for details or ask any TL or QA if you have any questions

**December 31, 2013**

#### **QA REMINDER: CHAT**



##### **DO's**

- Answer chat requests within 5 secs
- Address cx's name and personalize it
- Capitalize first letter of cx's name
- If it is a noun- capitalize the first letter
- Read chat transcripts thoroughly
- Pay attention
- Always thank the cx for the information provided
- **Use complete sentences**
- Use **"Please"** when asking for information
- Use proper punctuation
- Address all issues
- Show willingness to help
- Rectify other issues raised esp. if cx is dissatisfied with our service, there are site issues or inconveniences
- Apologize when necessary
- If cx asks if the charge will be credited back (question form)– rebut first, if cx insists, issue pro-rated refund, cx declines, issue full refund (as long as there's no account activity)
- Cx directly asks for a refund, no need to rebut, say: let me see what I can do about it, then issue pro-rated refund, cx insists, issue full refund (as long as there's no account activity)
- Cx insists for refund (with account activities) ask supervisor's approval\*

**DONT's**

- Do not use one liner responses
- Do not put Titles to cx's first name ( Ms. Or Mr)
- Do not filter cx's concern
- Do not shorten your answers
- Do not abbreviate words
- Do not put emphasis or use bold letter just to make a point
- Do not capitalize a word
- Do not use exclamation point
- Do not use smileys, emoticons and text speak
- Do not end the chat like you do not realize that the interaction with the cx is a disaster and the customer is highly upset
- Not fully engage on the chat conversation
- Not answering chats on a timely manner – too many stallers
- Not getting the charge/refund amount correct
- Waiting for the cx to feel aggravated
- Too many disclosure and disagreements
- Arguing with the cx
- Not taking full ownership of the chat request esp. for refund request *Cx mentions keywords:* disputing charge to the bank, asking for a supervisor, BBB – but asks cx to contact our Toll free and not issuing full refund

**NOTE:** Let's all avoid cxs from sending complaints to BBB and posting site complaints to the following: Sitejabber, scambook, complaintsboard, exposeascam, scaminformers, ripoffreport, scamion, merareview, pissedconsumer, consumermotion, MyWOT and Fixya.



# QA Guidelines (Monit Form)

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## CALL HANDLING SKILLS

### Initial Positive Response

- Deliver appropriate opening script within 3 secs.
- Thank you for choosing LiveCareer, My name is (*Agent's name*) How may I help you today?

### Energy during the call

- Sound livelier on your **opening spiel, body and closing\***- remember you'll be gauged on your **Energy/Tone – avoid sounding sleepy, tired, mumbled, garbled, flat or too soft merits markdown. \*Your tone should be UPBEAT!**
- **Avoid Long Pauses** – avoid dead air for 10 secs or more. Tell what you are doing!

### Account Validation

- Always **Personalize call/chat** by addressing cx's name; either first or last name  
*Note:*
- You can ask either ask the email address or the last 4 digits of the card
- **NEVER ask for the account ID**, but if cx initiates for it, then we can use that to search for the account

### Demonstrate Active Listening

You need to demonstrate active listening. Hearing is different from Listening, so all you need to do is pay attention and focus!

*Note:* Always give assurance that you can help, if on the onset of the call the cx is very irate, all you need to do is to assure the cx that you'll find a resolution to their concern, power words matter, never argue!

- **Assurance:** I can help you with that or Let me help you with that
- Use appropriate responses, use correct probing questions
- Do not verify your understanding if you already stated your assurance that you can help.
- If the concern is unclear, clarify it with the cx, once understood then you can state your assurance
- if you struggle with the spelling of the email address trice that merits markdown, so to avoid this, phonetically spell email, use partial email search or ask for the last 4 digits of the card.

- If the cx already stated the name on the onset of the call, do not ask cx's name again, just personalize it.
- If cx stated their name and you did not hear it clearly, you can say: I am sorry I was not able to catch your name, instead of asking May I have your name please?

**I want to cancel**

- After pulling up the account, state "I suppose you have a new job?"

**I don't want to be billed monthly, I want to cancel**

- After pulling up the account, transition to cancel the account

**I am being billed, I did not authorize charge**

- After pulling up the account, state auto-renewal policy thoroughly

**I don't know why you are charging me, I don't know your company, I never signed up for this**

- After your assurance, state: LC/ MPR is a resume builder site, then ask probing question if cx recalls creating a resume or cover letter on site
- If cx recalls, then ask for the email address used, if not, ask for last 4 digits of the card
- after pulling up the account, state who created the account, if you asked for the last 4, state the email used and who created the account
- Then explain auto-renewal policy thoroughly

**I have cancelled it and now I am being billed again**

- after pulling up the account, ask probing question first: when did the cx cancelled the service, how it was cancelled or what method used (you will only ask this if the cx did not state any information as to when, how and what)

**Others:**

- Use appropriate probing questions based on the cx's concern

**Observed proper hold procedure**

- ask permission that you will place the call on hold: “Is it okay If I place the call on hold for a minute or 2? (wait for the cx to respond before placing them on hold)
- state the reason why you’re placing the call on hold
- get back in 2 minutes, thank the cx for waiting (if the hold time exceeded the time frame you provided then apologize to the cx)

## **CUSTOMER SERVICE SKILLS**

**Empathy/ Tone of voice/ Professionalism and Call Control**

- Your attitude on your call matters if you came across as helpful, polite, knowledgeable, eager to assist and shows positive attitude of course you’ll get a point
- You need to be courteous to cx all the time – You need to thank the cx for providing the information
  - i.e. email address, last 4 digits of the card, when you’re processing the payment and capturing the card information (not thanking the cx or saying please merits markdown)
- Always use Positive Scripting! – since you’re UNABLE TO..., SYSTEM IS CURRENTLY UPDATING...  
Never say: You failed, we cannot, you did not, No
- FOR MPR – “Avoid phrases “this is a valid charge”, “we made every attempt to” and we made every effort”
- If the cx asks for a supervisor on the onset, de-escalate it first, if the cx insists then look for supervisor
- Always sound confident on the phone, know the products and services by heart!
- Do not sound transactional and scripted.
- Do not stutter! Be spontaneous!
- Take ownership of the call, always show willingness to help, offer further assistance
- Call Control is important
- Avoid rushing the call, address all cx’s issues and concern
- Always show a positive attitude, be friendly, polite and professional!

**Apologize when necessary**

*Note:* Never apologize for the charges being made, but it is important that you acknowledge what the cx feels or the frustration the cx feels.

You need to empathize i.e. (1) when the call got cut off while talking/chatting to previous rep (2) when the cx keeps on calling and the wait is too long to reach customer service (3) when cx is experiencing technical difficulties on our site and the like

- **Any Card or Payment Issues**

- Apologize at the onset after the cx stated that the payment did not go through or there's an error, then after state your assurance
- apologize right away or in a timely manner

- **Any Site Issues**

- Unable to email, download and print
- Edit, Formatting issues, spaces, etc.
- Page just loading
- Others
- *Note:* Apologize and show willingness to help- rectify the issue
- *Suggestion:* I apologize for the inconvenience if you (state the inconvenience). I will be more than happy to help you on that

- **Dissatisfaction to service**

- Thought it's just 1 page, but it showing 2 pages
- I do not like the outcome of the resume/CLB
- (site) It was not helpful and the like
- *Note:* Apologize and show willingness to help- rectify the issue
- *Suggestion:* I apologize for the inconvenience if you (state the inconvenience). I will be more than happy to help you on that

- **Thought it is for free/ Misunderstanding for the annual subscription**

- Apologize then explain what free and paid services entails
- Apologize then clarify annual subscription

- **Call/ chat got disconnected while talking to the previous rep**

- I apologize if the line/chat got disconnected while speaking with the previous representative. I am here to help you.

- **Others:**

- Verbal Collision

- Call/ chat got disconnected while talking to the previous rep
- Password and email not received
- Hold time too long, Wait time too long
- Coughing or clearing throat – excuse yourself

## Offered Like Us on FB/ Resume Posting /Delivered pre-closing & closing

### Offered Like Us on FB/ Resume Posting /Delivered pre-closing & closing

OFFER LIKE US ON FB to happy and satisfied cx only and for cx who already got a job – CALLS /CHAT

### Refer to Family and Friends

We'd appreciate if you would tell your family or friends about us maybe we could help them land a job the way we have helped you"

### Like us on FB (n/a)

"We're glad you are happy with the service we have given you. If you have a Facebook account, please go to our Facebook page <https://www.facebook.com/LiveCareer> and click on Like. We'd appreciate it if you will write about your positive experience with us on our page."

### Pre-closing and closing spiel

Is there anything else that I can help you with today?

Thank you for choosing Livecareer, have a great day!

Thank You for choosing My Perfect Resume, have a great day!

## CS POLICY & PROCEDURE (Issue Resolution)

### DON'T ASK, DON'T TELL

Do not give out other information if cx did not ask you, we go by the DON'T ASK DON'T TELL Policy – this is for charges specifically, but for services inquiry it is important that the cx are fully aware of the services we provide.

NO NEED to state the date the customer signed up and the date it auto- renewed in explaining auto-renewal

### ACCOUNT MAINTENANCE

NO NEED to say TERMS OF USE when explaining auto-renewal, you can say We try to make it clear on our website subscription sales page or payment confirmation email sent

- **Call flow 1:** Cancellation – Found a job
  - As soon as you've pulled up the account state: I suppose you have a new job?
- **Call flow 2:** Cancellation and cx already stated reason on the onset
  - Assist the customer or extend help if the reason is about navigation or editing if not then cancel the subscription.
- **Call flow 3:** charges inquiry, unauthorized charges,
  - explain auto-renewal policy thoroughly, transition to a request for cancellation should be made to avoid further charges.
- **Refund Procedure**
  - Issue pro-rated refund first, if the cx insists issue full
  - If the cx is aware that they are being billed monthly, explain policy first, you issue full refund for the latest charge (as long as there's no acct activity. Remaining charges need to be sent to billing department. If the cx insists or very irate you can process 3 full refunds and the rest to billing dept.
  - In cases that the cx calls in to dispute a charge and pro-rated refund showing is just \$1.00 or less or too small, you can make an exemption to issue full refund as long as there's no account activity or issue pro-rated refund it is your discretion
  - We never issue full refund right away
  - If the cx mentions ATTY. GENERAL and is disputing all the charges incurred, we can give full refund right away (max is 3), if the cx insists for other charges be refunded, send ticket to billing dept.
- **Refund Process**
  - **IF CX ASKS: WILL THE \$34.95 BE CREDITED BACK?: ( QUESTION FORM)**
    - We make every effort to let you know of our recurring billing feature (this scripting only applies to US and UK), but since we've already cancelled the service rest assured there will be no further charges.
    - If the cx insists, then say: Let me see what I can do about it, I'll check account activities first
    - Since you did not make use of the service after the 14 days I can make an exception to issue a one time courtesy credit in a pro-rated amount of \$——
    - if the cx insists- issue full refund (as long as there's no account activity)
  - **IF THE CX SAYS: I WANT IT REFUNDED, I WANT THE \$ 34.95 TO BE TAKEN OUT: ( DIRECTLY ASKS FOR A REFUND)**

- After explaining the auto-renewal policy thoroughly, say: with regards to the charge let me see what I can do about that, First I will cancel it to avoid further charges and for the charge, I see that you did not make use of the service after the 14 days I can make an exception to issue a one time courtesy credit in a pro-rated amount of \$.... (If the cx insists for a full refund, then issue full refund.
- **(Do not wait for the cx to feel aggravated or say they will dispute it with the bank or complain to BBB etc.)**
- **Refund Turnaround time**
  - Every time you issued a refund, inform the cx that it will take 2-3 BUSINESS DAYS FOR THE REFUND TO BE POSTED BACK ON THE ACCOUNT
- **BILLING Department**
  - Inform the cx that they will receive a response from billing dept. via email within 2 to 3 business days
  - It is still subject for approval
  - Inform the cx that you will send a copy of the ticket for the refund request for cx's reference
- **For customer disputing another charge**, but it already shows on the account that a refund has already been processed
  - if a refund has already been processed and the cx is disputing another charge, Do not issue a refund again, but send another request to billing dept.
- **For Refund Status** – If the customer is claiming that they haven't receive any refund yet and irate
  - Check if the refund has been processed
  - Check the date of the refund if it has been processed and state turnaround time
  - if it is more than 3 days and the cx haven't received it yet and is irate, you can pacify the cx by sending the transaction transpired:
    - You can copy paste the transaction transpired from admin tool to liveperson by creating a ticket – new ticket -> general, send it and release it as resolved. Indicate there:
    - This ticket is generated to inform you that we have successfully processed a refund in the amount of \$—— on (date). Please see details below:
    - *Note:* The details that you need to copy from admin should only reflect this information
    - *Example:* 28-Jun-2012 936749 3101887 Pmt Success \$34.95 / 29-Jun-2012 936749 3186156 Refund Success \$-34.95
    - This also applies if cx is claiming that we're charging them an additional charge for \$ 34.95 or International transaction fees – if cx doesn't want to listen to your explanation,

you can just copy paste the transaction transpired on cx's account via liveperson. Instead of arguing with cx you can provide this as a resolution.

- **Cancellation Disclosure**

- Every time you cancel a service inform the cx of the CANCELLATION CONFIRMATION EMAIL

- **Payment Process**

- Informing the cx of the payment confirmation email
- Educating the cx of the auto-renewal policy
- Advising the cx to refresh home page or log back to the account

- **Reactivation**

- LC – avail by phone only \$ 9.95 7 days only
  - Educating the cx that it will not auto-renew
  - Check admin tool if the account is already set to expire
  - Advising the cx to refresh home page or log back to the account
- MPR – avail monthly and annual subscription, they do NOT have \$ 9.95

- **Downgrade Plan**

- Apologize for the misunderstanding, Explain or Clarify Annual Subscription: You've paid for the annual subscription, that's \$ 7.95 monthly but it requires annual commitment so you need to pay \$ 95.40 upfront
- Offer to downgrade plan to \$ ( what AB Test states or the initial subs has on the account)
  - Inform the cx that you will cancel the service first
  - You will refund the difference, state the amount
  - Inform that you will give 14 day access and it will not auto-renew
  - Advised cx to refresh home page or log out and log back in in case cx is logged in online

- **Thought it is for free**

- Apologize then explain what free and paid services entails:
  - Our free account is meant to let users try out our templates, designs and examples before deciding to buy.
  - The free account does allow you to download the resume as a text file, which you can use to submit to job boards, company websites, or any site requiring a text resume.
  - However, if you want to print a resume to bring to an interview or email a professional looking resume in either PDF or Word format, you need a subscription
  - *it is important that you inform cx that they can download it in Plain text format*

- **Card Declined**



- Apologize
  - Ask probing question- what error message the cx is getting?
  - if it is auth. declined- state the spiel after pulling up the account
  - offer to run the card or ask for another card
  - Advise the cx of gift cards
  - Give comp 1 day access if urgency is sensed.
    - Common Card Errors
      - CVV failure –incorrectly typed the last 3 digits at the back of the card
      - XML Invalid Data – no input on City and State on the billing address
      - Insufficient funds – advised the cx to contact the bank
      - card not permitted to card holder – auth. spiel should be stated
    - *Note:* Regardless of what error you need to explain first why it is declining, then offer to RUN the card on your end, you can ask cx if they have other cards with them
    - For auth. declined and card not permitted to card holder : when you explain it should be complete you need to state that we are an:
      - International company or Global company
      - Our bank is located in UK London
      - It is likely as a safety precaution your bank or credit provider is putting a hold on this transaction, because it's coming from unfamiliar location
      - contact your bank or CC to authorize the payment for Livecareer/ My Perfect resume and the hold will be removed
- **Transfer Process**
    - Checked account details thoroughly
    - Provide toll free and hours of operation
    - State Pre-closing spiel
    - State Closing spiel

## ACCOUNT DOCUMENTATION

Make sure you use the correct Reason for calling. Notes should be accurate and complete

Phone #/ email address/ caller's name/ cx's concern— primary concern/ reason for cancellation/action taken

- Call flow 1: Cancellation – Found a job
  - LC or MPR/caller's name/Phone #/email address/cancellation- found a job/ cancelled
- Call flow 2: Cancellation and cx already stated reason on the onset
  - LC or MPR/caller's name/Phone #/email address/cancellation/ (reason cx stated on the call or chat/ cancelled

- Call flow 3: charges inquiry, unauthorized charges, cancellation, refund request . . . . Issue pro-rated/ full refund
  - LC or MPR/caller's name/Phone #/email address/primary concern stated on the onset/explained auto-renewal/ cancelled- (reason for cancellation)/issue pro-rated refund or full refund
  - Note: Accurate, complete, and notate only what transpired on the call/chat
- Downgrade Plan (from annual to initial charge)
  - LC or MPR/caller's name/Phone #/email address/ accidentally purchase annual subscription or misunderstanding re annual subscription/ offered to downgrade plan / cancelled subs/ issued pro-rated refund/ gave comp access 2 weeks/ advised it will set to expire/
  - Note: you still notate what is the primary reason it could be accidentally purchase or misunderstanding
- Site/Edit/Formatting issues
  - LC or MPR/caller's name/Phone #/email address/ site issues ( what kind of issue)/ action taken
- Password Issue: Forgot PW Reset PW Password not received Incorrect PW
  - LC or MPR/caller's name/Phone #/email address/ Password Issue ( what kind of issue)/ action taken
- Login Issues: Password Not recognize Wrong email or email not registered Page just loading when I am trying to login
  - LC or MPR/caller's name/Phone #/email address/ Login issue ( what kind of issue)/ action taken
- Payment Process
  - LC or MPR/caller's name/Phone #/email address/ Processed payment/ advised auto-renewal, payment conf. email and to refresh home page
  - Note: you only notate what transpired or what you have stated on the call/chat
- Reactivation
  - LC or MPR/caller's name/Phone #/email address/ reactivation/ processed payment/ advised it will set to expire/advised to refresh home page/
  - Note: you only notate what transpired or what you have stated on the call/chat

## Closing Spiel Error

We apologize for any inconvenience, we're currently running a system update. Please call us back after an hour to our toll free # (Toll free and Hours of ops) or if you prefer you can chat with us online.

Thank you for contacting (Livecareer/ My Perfect Resume) Have a great day!

# Script: 3 Call Flows / Auto Renewal

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## LiveCareer

### I WANT TO CANCEL – got a Job!

**Agent:** Thank you for choosing Livecareer, My name is (your name) .How may I help you today?

**CX:** I want to cancel

**Agent:** I can Help you with that

**Agent:** May please I have the email address that you used to set up the account? / and or create the account?// May I please have the last 4 digits of the card that you used?

**Agent:** Thank You

**Agent:** May I have your name please?

**Agent:** Thank You (Cx's name)

**Agent:** while I'm processing this, can I ask why you want to cancel today?

**CX:** I already found a job!

**Agent:** That's great to hear. Congratulations on your new job! (Tone should be upbeat)

"We'd appreciate if you would tell your family or friends about us maybe we could help them land a job the way we have helped you"

**CX:** Okay, I will

**Agent:** Thank you. I have cancelled your account. You will receive confirmation email shortly.

"We would also appreciate if you would post a feedback on your Livecareer experience on Sitejabber. I will be sending you an email after this call. Thank you for your time"

**Agent:** Is there anything else I can help you with today?

**Agent:** Thank You for choosing Livecareer. Have a great day!

### I WANT TO CANCEL + cx does not have a job, but states other reason

**Agent:** Thank you for choosing Livecareer, My name is (Agent's name) How may I help you today?

**CX:** I want to cancel

**Agent:** I can help you with that

**Agent:** May I please have the email address that you use to set up the account? / and or create the account?// May please I have the last 4 digits of the card that you used?

**Agent:** Thank You

**Agent:** May I have your name please?

**Agent:** Thank You (Cx's name)

**Agent:** while I'm processing this, can I ask why you want to cancel today?

**CX:** (cx states the reason)

**Agent:** I understand (*agents should address the issue at hand by showing willingness to help – agent should rectify the issue*) – if not markdown under show willingness to help

Note: after rectifying the issue proceed in cancelling the service.

**Agent:** let me go ahead and cancel your subscription. I have cancelled your account. You will receive confirmation email shortly.

**Agent:** Is there anything else I can help you with today?

**Agent:** Thank You for choosing Livecareer. Have a great day!

### **I WANT TO CANCEL – because I am being billed, I did not authorize charge, unaware**

**Agent:** Thank you for choosing Livecareer, My name is (Agent's name) How may I help you today?

**CX:** I am being billed for something that I did not use/ I did not authorize charge/unaware

**Agent:** Let me help you with that

**Agent:** May I please have the email address that you used to set up the account? / and or create the account? / May I please have the last 4 digits of the card that you used?

**Agent:** Thank You

**Agent:** May I have your name please?

**Agent:** Thank You (Cx's name)

"I see that you purchased a 14 day full access subscription for \$——. If it's not cancelled before the end of the 14 days, your subscription auto- renews into our monthly service. It does not appear that your subscription was cancelled and as a result, it auto-renewed into the monthly service. This is why you were charged the monthly subscription for \$——. We stated that on our subscription sales page and the email confirmation we sent upon purchase"

A request for cancellation should be made to avoid further charges (*to avoid pro-actively offering cancellation*)

**CX:** Then, I want to cancel

**CX:** No problem. Let me cancel it now. I have cancelled your account. You will receive a confirmation email shortly

**Agent:** Is there anything else I can help you with today?

**CX:** How about the charge, will it be credited back?

**Agent:** "We offer a 14 day money back guarantee on our subscriptions. Since you've had your subscription for more than 14 days, what I can do is pro-rate the time remaining on the subscription and refund you the balance. This comes to \$XX.XX. You'll see this amount credited back to your account in 2 to 3 business days. We are sorry to see you go, and hope that you will consider using us again the next time you need a resume. Is there anything else I can assist you with?"

Customer Demands Full Refund:

**Agent's Rebuttal:** "Unfortunately this is the maximum that we can refund. We do state clearly on the sales page that the subscription auto renews on the 15th day if not canceled. We also mention this on every page in the payment process as well as in the order confirmation email we sent you after your purchase. I've already processed the \$XX.XX refund for you. Our refunds are auto processed by our system and we are unable to refund anything more. Is there anything else I can assist you with?"

If the customer continues to demand a full refund, escalate the call to a lead/supervisor. They will restate the policy and stick to the policy guidelines.

## MyPerfectResume

### I WANT TO CANCEL – got a Job!

**Agent:** Thank you for choosing Livecareer, My name is (your name) .How may I help you today?

**CX:** I want to cancel

**Agent:** I can Help you with that

**Agent:** May please I have the email address that you used to set up the account? / and or create the account?// May I please have the last 4 digits of the card that you used?

**Agent:** Thank You

**Agent:** May I have your name please?

**Agent:** Thank You (Cx's name)

**Agent:** while I'm processing this, can I ask why you want to cancel today?

**CX:** I already found a job!

**Agent:** That's great to hear. Congratulations on your new job! (Tone should be upbeat)

"We'd appreciate if you would tell your family or friends about us maybe we could help them land a job the way we have helped you"

**CX:** Okay, I will

**Agent:** Thank you. I have cancelled your account. You will receive confirmation email shortly.

"We would also appreciate if you would post a feedback on your Livecareer experience on Sitejabber. I will be sending you an email after this call. Thank you for your time"

**Agent:** Is there anything else I can help you with today?

**Agent:** Thank You for choosing Livecareer. Have a great day!

### I WANT TO CANCEL + cx does not have a job, but states other reason

**Agent:** Thank you for choosing Livecareer, My name is (Agent's name) How may I help you today?

**CX:** I want to cancel

**Agent:** I can help you with that

**Agent:** May I please have the email address that you use to set up the account? / and or create the

account?// May please I have the last 4 digits of the card that you used?

**Agent:** Thank You

**Agent:** May I have your name please?

**Agent:** Thank You (Cx's name)

**Agent:** while I'm processing this, can I ask why you want to cancel today?

**CX:** (cx states the reason)

**Agent:** I understand *(agents should address the issue at hand by showing willingness to help – agent should rectify the issue) – if not markdown under show willingness to help*

Note: after rectifying the issue proceed in cancelling the service.

**Agent:** let me go ahead and cancel your subscription. I have cancelled your account. You will receive confirmation email shortly.

**Agent:** Is there anything else I can help you with today?

**Agent:** Thank You for choosing Livecareer. Have a great day!

### **I WANT TO CANCEL – because I am being billed, I did not authorize charge, unaware**

**Agent:** Thank you for choosing Livecareer, My name is (Agent's name) How may I help you today?

**CX:** I am being billed for something that I did not use/ I did not authorize charge/unaware

**Agent:** Let me help you with that

**Agent:** May I please have the email address that you used to set up the account? / and or create the account? / May I please have the last 4 digits of the card that you used?

**Agent:** Thank You

**Agent:** May I have your name please?

**Agent:** Thank You (Cx's name)

"I see that you purchased a 14 day full access subscription for \$——. If it's not cancelled before the end of the 14 days, your subscription auto- renews into our monthly service. It does not appear that your subscription was cancelled and as a result, it auto-renewed into the monthly service. This is why you were charged the monthly subscription for \$——. We stated that on our subscription sales page and the email confirmation we sent upon purchase"

A request for cancellation should be made to avoid further charges *(to avoid pro-actively offering cancellation)*

**CX:** Then, I want to cancel

**CX:** No problem. Let me cancel it now. I have cancelled your account. You will receive a confirmation email shortly

**Agent:** Is there anything else I can help you with today?

**CX:** How about the charge, will it be credited back?

**Agent:** “We offer a 14 day money back guarantee on our subscriptions. Since you’ve had your subscription for more than 14 days, what I can do is pro-rate the time remaining on the subscription and refund you the balance. This comes to \$XX.XX. You’ll see this amount credited back to your account in 2 to 3 business days. We are sorry to see you go, and hope that you will consider using us again the next time you need a resume. Is there anything else I can assist you with?”

Customer Demands Full Refund:

**Agent’s Rebuttal:** “Unfortunately this is the maximum that we can refund. We do state clearly on the sales page that the subscription auto renews on the 15th day if not canceled. We also mention this on every page in the payment process as well as in the order confirmation email we sent you after your purchase. I’ve already processed the \$XX.XX refund for you. Our refunds are auto processed by our system and we are unable to refund anything more. Is there anything else I can assist you with?”

If the customer continues to demand a full refund, escalate the call to a lead/supervisor. They will restate the policy and stick to the policy guidelines.

**Note:**

- **If after explaining this:** You purchased our 14 day auto renewing subscription. The subscription was not cancelled during the 14 day period, and auto renewed to our monthly subscription on the 15th day. This is why you received that charge“ **then cx stated I do not want it, agent can proceed with cancellation right away without stating subscription sales page and email confirmation**
- If the cx did not state I don’t want it or no response from the cx after then agent can state “ A request for cancellation should be made onto the account, cx opted to cancel, cancel and provide disclosure
- If the cx asks for a refund, will it be credited back on my account?, then agent can state rebuttal:
  - “The auto renewal is listed with the features of the 14 day subscription on the sales page, as well as on the payment and confirmation pages. You also were sent an email confirmation of the purchase that also listed the monthly rate and the date that your subscription would auto renew, but since we have cancelled the service rest assured there will be no further charges will be billed.

**\*SUGGESTED VERBIAGE: AUTO- RENEWAL POLICY EXPLANATION (old refund script)**

- **Not verbatim**
- **We will remove the term “since you were unable to cancel” (to avoid blaming cx)**
- **We go by this scripting:**

**LC:** “I see that you purchased a 14 day full access subscription for \$——. If it’s not cancelled before the end of the 14 days, your subscription auto-renews into our monthly service. It does not appear that your



subscription was cancelled and as a result, it auto-renewed into the monthly service. This is why you were charged the monthly subscription for \$——. We stated that on our subscription sales page and the email confirmation we sent upon purchase”

**MPR:** “You purchased our 14 day auto renewing subscription. The subscription was not cancelled during the 14 day period, and auto renewed to our monthly subscription on the 15th day. This is why you received that charge“

**\*\*If the customer says that they didn’t know, did not see that, or that we never said anything about it, Agent will then state:**

“The auto renewal is listed with the features of the 14 day subscription on the sales page, as well as on the payment and confirmation pages. You also were sent an email confirmation of the purchase that also listed the monthly rate and the date that your subscription would auto renew

- If agent mentions “since you were unable to cancel” – markdown falls on Positive Scripting (3pts)
- we state that the subscription **needs to be cancelled** within the 14 days – markdown falls on Account Maintenance (10pts)

for MPR: Avoid phrases “this is a valid charge”, “we made every attempt to.” – markdown falls on Positive Scripting (3pts)

# Active Listening and Emphaty Statement

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## Things that you should APOLOGIZE for:

- Card declined – payment did not go through
- Overlapping of conversation
- Cutting off cx
- Formatting issues
- Unable to edit resume
- Unable to download, print or email
- Password not received, email confirmation not received
- Any site issues
- Coughing or clearing throat – excuse your self
- Call/ chat got disconnected while talking to the previous rep
- Wait too long
- Hold time too long
- Not satisfied with the service/ resume – Offer to try to fix the problem.

***for any inconvenience the cx feels – you need to apologize***

## Empathy Statement (Examples)

“I’m so sorry that this happened and I will do my best to fix this situation”

“I’m sorry to hear that. I’ll definitely be able to help you with that today.”

“I’m so sorry that happened to you.”

“I’m sorry to hear that. I can imagine that must be frustrating.”

“I can understand that must make you feel upset and we will work toward fixing this situation for you.”

“I definitely know that could be frustrating. I can understand how you feel.”

“I can understand the times are very difficult, let’s see what we can do for you today.”

“If I’m on your situation,i feel the same way too.”

"I'm glad you called today so that we can take care of this right away."

"I know how confusing it must be when....."

"I was saddened to hear of your loss"

"I am going to do all I can to find out why this happened"

# Do's and Dont's

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## Greeting

**(Do's)**

Thank you for choosing Livecareer/ My Perfect Resume, My name is ( ) , How may I help you today?

**(Dont's)**

Thank you for choosing Livecareer/ My Perfect Resume, This is ( ) , How may I help you today?

## Energy / Tone

**(Do's)**

Upbeat, enthusiastic, with smile on your face, lively

**(Dont's)**

Sounding sleepy, tired, mumbled, garbled, flat or too soft, robotic, plain

## Pauses

**(Do's)**

do small talks, tell what you are doing  
go back to cx from time to time

**(Dont's)**

Dead air for 10 secs or more

## Assurance

**(Do's)**

I can help you with that  
Let me help you with that

**(Dont's)**

Let me check that for you  
Let me assist you

## Addressing cx's name

**(Do's)**

Personalize it  
Fist name or Last name

**(Dont's)**

Verify name only  
Titles on first name (ex: Ms. Terry) and NO Titles on last name (ex. Smith)

## Capturing the email address/ last 4 digits of the card

**(Do's)**

say: Thank you, let me pull up the account  
phonetically spell email if you were not able to capture it  
use partial email search % using site users on admin tool

**(Dont's)**

saying okay, let me pull up the account  
repeatedly ask email or any information  
asking for the account ID

## Demonstrating Active Listening

**(Do's)**

Paying attention to what the cx is saying  
Acknowledge what the cx is saying  
Engage on the call/ chat

**(Don'ts)**

repeatedly ask for the concern  
confirm cx's concern when assurance has already been given  
inappropriate response given

## Hold Procedure

**(Do's)**

May I place the call on hold for a minute or 2  
state reason why placing the call on hold  
get back within 2 mins  
thank cx for waiting

**(Dont's)**

No Time Frame  
No reason for placing the call on hold  
Did not get back within 2 minutes  
Did not thank the cx for waiting

## General Inquiry- not account Specific

**(Do's)**

it's okay not to capture the email as long as you established that the customer is calling the correct department (LC-US, MPR or LC-UK)

## Account Specific Query

**(Do's)**

pull up the account first before explaining things

**(Dont's)**

explaining things w/o pulling up the account

## Main concern: I want to cancel

**(Do's)**

**follow call flow: GOT A JOB!**

- opening spiel
- I can help you with that
- may I have the email address you use to create the account?
- say: Thank You
- May I have your name please so I can address you properly?
- while pulling up the account say:
- I suppose you have a new job?
- Yes
- Congratulations!
- Recommend to family and friends
- cancel service
- give disclosure: cancellation confirmation email
- Offer Sitejabber and send an email for the link
- State pre-closing
- Closing spiel
- No Job Yet**
- acknowledge by saying, "I understand"
- Follow Call flow

**(Dont's)**

NOT following call flow

## Main Concern: Charges

**(Do's)**

- opening spiel
- I can help you with that
- may I please have the email address you use to create the account?
- May I have your name please so I can address you properly?
- say Thank you
- once the account is pulled up
- check the account details thoroughly
- then explain the auto renewal policy thoroughly, stating where we inform about it: subscription sales page or email confirmation
- A request for cancellation should be made to avoid further charges.

-cancel the service and give disclosure (*cancellation confirmation email will be sent*)

-\*if the cx asked for a refund\* inform the cx that you will see what you can do -offer pro-rated refund first (as long as there's no acct activity)

-inform that we can make an exception and will give a courtesy refund in the amount of (\$..)

-Give turn around time: 2 to 3 business days to post on their account

-if the cx insists for a full refund and irate, then issue full as long as there's no acct activity after the trial period.

-give disclosure

-state pre-closing

-closing spiel

But if the cx asks if the \$ 34.95 will be credited back? rebut first, if the cx insists, issue pro-rated refund, cx insists, issue full refund (as long as there's no account activities)

**(Dont's)**

not explaining the auto-renewal policy thoroughly and following CS Policy and Procedure in issuing refund

## Offering Rebate (N/A)

**(Do's)**

\$3.95 within 7 days and some account with \$2.95 within 14 days

\$3.95 7 days and 1 charge of \$34.95

**double check the rebate button to check if acct is applicable before offering**

— No longer applicable



**(Dont's)**

- Offering without checking the account thoroughly
- Offering to account which has multiple charges

## Positive Scripting

**(Do's)**

- our system is currently updating that's why it's taking time than usual to pull up the account

**(Dont's)**

- you failed, you did not, we cannot guarantee
- system is slow
- No
- one liner responses
- for ~~MPR~~ we make every effort, we made very attempt and the one mentioned above

## Apologizing when necessary

**(Do's)**

- Card declined – payment did not go through
- Overlapping of conversation
- Cutting off cx
- Formatting issues
- Unable to edit resume
- Unable to download, print or email
- Password not received, email confirmation not received
- Any site issues
- Coughing or clearing throat – excuse your self
- Call/ chat got disconnected while talking to the previous rep
- Wait too long
- Hold time too long
- Not satisfied with the service/ resume – Offer to try to fix the problem.

**(Dont's)**

- Never Apologize for the charge
- Never Apologize for “ I forgot my password”

## Empathize when necessary (Understand and share the feelings of another)

**(Do's)**

- be sensitive to feel the frustration the cx is feeling and empathize when necessary: say:
  - I am sorry to hear that
  - I hope you will feel better
  - will have this resolve in no time

**(Dont's)**

- Not connecting with the cx in other words: “Deadma”, unmindful

## Tone / Attitude

**(Do's)**

- Be courteous at all times
- Be professional, yet friendly
- You need to show willingness to help (rectify main issue i.e-cx is not satisfied with the service, because she is experiencing trouble emailing the resume and wants to cancel instead: offer further assistance and help cx troubleshoot the issue)

**(Dont's)**

- Do not scold cx
- Do not argue
- Not going extra mile
- Rude
- Irritated
- Defensive
- Arrogant

## Recommendation to family and friends/ Sitejabber/ Like us on FB (n/a)

**(Do's)**

- Offer only to cx who got a job
- Offer to cx who expresses satisfaction to our service

**(Dont's)**

- Offering to every account not applicable

## Cancellation and Refund Issues

**(Do's)**

- following flow and process

**(Dont's)**

- pro- actively offering cancellation and refund

## Disclosure

**(Do's)**

- inform the cx that they will receive cancellation confirmation email
- inform the cx of the turn around time of the refund (2 to 3 business days)
- inform the cx of the turn around time for the billing dept sent via email subject for approval (2 to 3 business days)
- payment confirmation email – when processing payment and advise the cx re: auto-renewal and refresh home page or login to the account

**(Dont's)**

- NO DISCLOSURES

## Don't ask, Don't tell

**(Do's)**

-Never give out dates when the cx signed up and date it auto-renewed, unless cx asks

**(Dont's)**

-giving out dates, including dates when explaining auto-renewal policy

## Card Declined

**(Do's)**

- apologize for the inconvenience
- ask for the error message the cx is getting
- pull up the account
- check for the error message on WEP, if the cx did not provide the error message
- explain the reason why it was decline
- offer to run the card
- if you sense the urgency then give a day of comp service and advise cx to refresh home page

**(Dont's)**

- just advise to contact the bank to authorize payment
- did not pull up the account
- did not offer to run the card

## Escalating Concern

**(Do's)**

cx asking for a sup – de-escalate if you can resolve the issue on your end, cx insist- give a supervisor

**(Dont's)**

pro- actively offer a supervisor

## Forgot Password

**(Do's)**

Phone: sent only via email through LP

Chat: we can provide the pw, if default password is given you can educate the cx that it is case sensitive, then they can reset it afterwards, give how to log back to the account canned response

**(Dont's)**

provided over the phone

## CHAT: How to cancel

**(Do's)**

give 4 ways to cancel: chat, email at customerservice@livecareer.com, online through My account settings or by Phone

LC Our toll free line is 1-888-816-0576; representatives are available Mon-Sun 6am-midnight EST.

MPR toll free 1-855-213-0348 representatives are available Mon-Sun 6am-midnight EST.

**(Dont's)**

No Resume Posting Offered

## CHAT: I want to cancel

**(Do's)**

-Follow chat flow just like taking calls

-Cx said: I want to cancel-follow chat flow if you're not going to cancel on your end give option that you can cancel on your end and the link to cancel

**(Dont's)**

- just provided cancellation push page
- not following the flow

## CHAT: cx provided email or account ID and requesting to cancel

**(Do's)**

- it could be better to cancel it on your end, ensure you still follow chat flow

**(Dont's)**

- just provided cancellation push page
- not follow the flow

## Account Documentation

**(Do's)**

- Notate account with correct reason for calling, reason for cancellation if applicable and action taken

**(Dont's)**

- No account notes, just system generated notes
- incorrect tagging
- inaccurate notes
- incomplete notes

## Tracker

**(Do's)**

- used online tracker
- If online tracker is down, use back up tracker

## Other Services: (LC US, UK and MPR)

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### RESUME SERVICES (LC US and MPR)

**If cx inquires about RR and RW services, inform cx of all the details of it, must have, its features, benefits, prices, availability**

**NOTE:** Every time you receive a call/chat from a customer inquiring about our Resume Services (Resume Writing or Resume Review) please advise the TL on duty AND send an email/Skype containing the following details:

Please include the following when sending in emails/Skype about our Resume Services:

- Reason of the call
- Time of the call
- Customer Details
  1. Customer's Name
  2. Customer's email
  3. Customer's contact number

**If CX is INTERESTED IN RW, but wants to speak first with RW expert**

**Agent:** I can ask one of our Resume Writers to give you a call. I just need a little bit of information from you: Your Name, phone number, your experience level and your target job title.

**Time frame:** Inform cx that they need to wait 1-2 business days

Inform any TL as soon as possible and give all the details needed:

- Reason of the call
- Time of the call
- Customer Details
  1. Customer's Name
  2. Customer's email

3. Customer's contact number
4. Experience level
5. Target Job Title

\*If cx expresses that they want to purchase RR or RW and cx has an account with us acknowledge and help cx to purchase the service\*

Give this disclosures:

- They will receive payment confirmation email
- Educate cx that need to login to their account
- Click **Fix it now**, so they can start filling out the necessary information
- Cx needs to **Hit the Submit button** to initiate the service

## RESUME REVIEW (LC US and MPR)

**\$19.95**

- **MUST HAVE**

Needs to have an account with LC or MPR

Current version of resume on site

Customer can either create one using our resume builder or upload an existing resume from their computer

- **FEATURES**

Resume strategy advice based on your current resume and your career level and professional background.

Check for errors( grammar, spelling, formatting

Personalized and comprehensive review- section by section analysis

Recommend specific changes

A resume expert can review your unfinished resume and provide examples and tips for how to make it ready for a hiring manager's eyes. Or, you can finish your resume first and have the resume expert review it then.

You'll be able to see your Review in the Resumes tab when you're logged into LiveCareer/

MyPerfectResume (also for MPR there is a Resume Review Tab). You can view it online or download it as a PDF. When it's ready, you'll receive an email.

- **BENEFITS**

RR Expert will carefully review your resume



Help cx to avoid costly resume mistakes  
Make you resume stand out from the rest  
Drives attention from employers.

- AVAILABILITY  
1-2 business days

## RESUME WRITING SERVICE (LC US and MPR)

**Entry Level: Students and for Less than 3 years experience = \$85**

**Professional Level: Mid-level professionals, managers = \$160**

**Executive Level: Vice Presidents, C-level executives = \$245**

*Every resume writer on our staff is a nationally certified professional resume writer with over 5 years experience writing resumes. We have industry specialists as well as executive resume writers on our staff. Once you complete your order, we'll match you to the best resume writer for your project.*

- MUST HAVE  
Needs to have an account with LC/MPR, even for free trial
- FEATURES  
A one-on-one consultation with your Professional Resume Writer.  
We'll email you when it is ready.  
All orders include one free revision once the resume is complete if requested- You'll have a chance to review your completed resume and give us feedback. We'd be happy to revise the resume so that it better serves your needs.  
You'll be able to download, print and email your resume in multiple formats.
- BENEFITS  
Our Professional Resume Writers will create you a job-winning resume for your target position.  
Your resume will be results-focused  
Will highlight your most marketable skills so that you stand out above the competition.  
Satisfaction is guaranteed  
Drives attention from employers.

- AVAILABILITY

RW experts available time: 9am -6pm PST 415-430-3417

Only takes 2-3 business days from time writer has all details

**CX asking to talk a Resume Expert before deciding to buy:** I can ask one of our Resume Writers to give you a call. I just need a little bit of information from you: Your Name, phone number, your experience level and your target job title.

## Cover Letter Writing ( LC US)

### WE DO OFFER COVER LETTER WRITING:

Just to be clear with everyone, along with resume writing, we also sell cover letter writing. The price is \$40 per cover letter.

You can purchase this for a customer over the phone from the list of products in Admin Tool:

CLB WRIT \$40.00

## Let this all be CLEAR and FINAL in terms of what level is appropriate for a particular customer.

\*ENTRY \$85\*— seldom done by RW since these are for FRESH GRADUATES or people who are just starting off in work force.

\*PROFESSIONAL \$160\*— Mid level professionals, having 3 or more years of experience. \*\*\* switch from one industry to another would still be considered as Professional level since years of experience is not limited per job BUT accumulated years of experience in all types of work experience.

\*EXECUTIVE \$245\*—C level, director position

**Please ask any leads for assistance and NEVER assume** what customer's prefer. It is fitting to provide the most applicable resume for a customer wanting to land a job.

**Also IF there is any doubt on the part of the team lead,** Joelle is available on Skype during work hours for consult (9 am – 5 pm PST)

To quote Joelle: **“better get it right the first time than go back later for more money”**

# Resume Services Refund Request

Please be guided when receiving email requests/chat/or phone calls wanting a refund for either Resume Review or Resume Writing Order. If you receive one, inform customer that we will forward them to our Resume Writing/Resume Review Team and we will get back to them in 1-2 business days in terms of their request. Make sure to inform the leads and INDICATE THEM IN YOUR NOTATION. You are not allowed to process refunds in any circumstances.

**PLEASE MAKE SURE TO PUT DETAILED NOTES IN ADMIN TOOL INCLUDING THE LEAD YOU HAVE RAISED THE REQUEST TO.THANKS**

*Note:* We will roll out a specified refund process/procedure once it is ready. For now, please forward any refund requests for these premium services to any leads/support to avoid unauthorized refunds.

## UK RESUME SERVICES GO LIVE (UPDATE 8/22/2014)

- CV WRITING SERVICE

**Here are 2 big things to remember:**

- There is **NO PHONE** consultation
- **Customers cannot SPEAK with a writer/expert before purchase- but they can email an expert**

**Vital Information about CV service:**

- CV WRITING SERVICE
  - **Entry Level: Students and for Less than 3 years experience = £85**
  - **Professional Level: Mid-level professionals, managers = £185**
  - **Executive Level: Vice Presidents, C-level executives = £245**

*Every writer on our staff is a professional writer with years experience writing CVs. We have industry specialists as well as executive CV writers.. Once you complete your order, we'll match you to the best CV writer for your project.*

- **MUST HAVE**
  - Needs to have an account with LC, even for free trial

- FEATURES

- A one-on-one email consultation with your Professional CV Writer.
- We'll email you when it is ready.
- All orders (including Covering Letter writing) include one free revision based on written feedback, if requested, within 14 days after the order is complete. – You'll have a chance to review your completed CV and give us feedback. We'd be happy to revise the CV so that it better serves your needs.
- You'll be able to download, print and email your CV in multiple formats.

- BENEFITS

- Our Professional CV Writers will create you a job-winning CV for your target position.
- Your CV will be results-focused
- Will highlight your most marketable skills so that you stand out above the competition.
- Satisfaction is guaranteed
- Drives attention from employers.

- AVAILABILITY

- If a customer wants to speak with a CV specialist before purchase, they can email [cvwriter@livecareer.co.uk](mailto:cvwriter@livecareer.co.uk) and a specialist will respond to their questions.

There are 3 categories of SKUs for LCUK CV Services. On Admin Tool

### a. Customer purchase SKUs:

Label	Description	Unit Price £
Entry-Level CV	Starter CV 85	85.00
Professional-Level CV	Prof CV 185	185.00
Executive-Level CV	Exec CV 245	245.00
Covering Letter	<u>CovLet</u> UK 60.00	60.00
Add-on Covering Letter	<u>CovLet Add</u> UK 40.00	40.00

## b. Complementary purchase SKUs

Label	Description	Unit Price £
Complimentary Entry-Level CV	<u>CVEntryComp 0</u>	0
Complimentary Professional-Level CV	<u>CVProfComp 0</u>	0
Complimentary Executive-Level CV	<u>CVExecComp 0</u>	0
Complimentary Covering Letter	<u>CvgLetComp 0</u>	0
Complimentary Add-on Covering Letter	<u>CvgLetAddComp 0</u>	0

### c. Upgrade SKUs

Label	Description	Unit Price £
Entry to Professional Upgrade -- CV	<u>ProfUpgrade</u> CV 90.00	90.00
Prof to Exec Upgrade -- CV	<u>ExecUpgrade</u> CV 60.00	60.00
Entry to Exec Upgrade - - CV	<u>EnEx UpgradeCV</u> 160.00	160.00

#### LC-UK CV Services Scripts

**Scenario 1:** Customer has an active subscription but is interested to have someone write a CV for him/her.

Hi (*Name of customer*), I'm happy to tell you about our CV Writing Service. I can see you have utilized our CV Builder and have created a CV. Now with our CV Writing service, our professional CV writers **will create a customized CV** for your target position. They will **highlight** your **most marketable** skills to help you stand out from other applicants. This also includes an optional one-on-one email consultation with your assigned writer when you can share more about yourself.

(If customer has a CV, log into account and check years of experience and field expertise, it is **BEST** to personalize the lead to show **WILLINGNESS TO HELP/SINCERITY**)

- (Make sure to let customer speak if they ask any questions in the middle of the spiel)

#### IF Prof/Exec Level:

I see from your background that you have been working in (*industry/field of work*) for (*no. of years*). (Choose 1 of the three phrases) —\_With an **impressive track record** / With your **recent accomplishments** / With your **remarkable achievements\***\_ for (*no. of years*), this **\*highly proves your ability and substantial work ethic**. If you decide to have a **job-winning CV** made, we will need to align it to (level of writing based on their CV) for £ (price)

**IF Entry:**

With your valuable experience our writers can emphasize on your skills and abilities. If you decide to have a **job-winning CV** made, we will need to align it to *(level of writing based on their C\_V) for £ (\_price)*

- *(Agent can now briefly discuss the three levels of pricing depending on level of experience IF customer asks what the other price range options are)*

**Level of RW:**

Level is related to the number of years of experience portrayed on your CV and NOT the level of job for which you are applying for.

- Entry- less than 3 years – £ 85 (freshly graduate, has minimal work experience, has not worked)
- Professional- more than 3 years – £ 185
- Executive- VP/Senior Executive/Director – £ 245

**CLOSE THE SALE STATEMENT:**

Should we go ahead and secure an order?

- **If yes:** process order, make sure order is successfully initiated
- **If no:** I understand you might want to leave it off for now, but with a variety of competition, we just want to make sure you stand out. Do you want to continue instead?
- **If still no:** We understand, but once you decide to get your CV done to have potential opportunities, do not hesitate to call us at 0800 756 3741, 7 days a week 9am to 9pm (GMT)

**COVERING LETTER FOR UK**

(Adding to CV order) Have you considered having a cover(ing) letter professionally written? If you add it to your CV order it will be only £ 40. Your writer will direct the letter to the job you are applying for, and tell a compelling story why you are the best candidate.

(Only covering letter). Have you considered having a cover(ing) letter professionally written for £ 60? Your writer will direct the letter to the job you are applying for, and tell a compelling story why you are the best candidate.

**Scenario 2:** Customer no subscription but is interested to have someone write a CV for him/her.

Hi *(Name of customer)*, I'm happy to tell you about our CV Writing Service. Our CV CV writers **will create a customized CV** for your target position. They will **highlight** your **most marketable skills** to help you **stand**

**out** above the competition. This also includes a one-on-one email consultation with your assigned writer when you can share more about yourself. (Since customer does not have a CV we can probe for info regarding job experience and years in service)

If I may ask, what field of work have you master and for how long? (At this point allow the customer to share their information and MAKE SURE to remember it.)

#### IF Prof/Exec level:

Great, since you have mentioned (*experience/years customer stated*). (Choose 1 of the three phrases) — *With an **impressive track record** / your **recent accomplishments** / with your **remarkable achievements** for (no. of years), this **proves your ability and substantial work ethic**. If you decide to have a **job-winning CV** written, we will need to align it to (*level of RW customer based on CV*) for £ (*price*)*

#### IF Entry:

With your valuable experience our writers can emphasize on your skills and abilities. If you decide to have a **job-winning CV** made, we will need to align it to (*level of RW customer based on CV*) for £ (*price*)

Should we go ahead and secure an order? (Same CLOSE THE SALE STATEMENT from scenario 1)

**NOTE:** The ones in BOLD (on scenario 1 and 2) needs to be delivered with stress.

## RESUME CHECK – for LC Only

We understand that you're not driving attention from employers. We have an automated tool that can scans your resume for common resume problems.

The Resume-check results will identify the problems along with tips on how to fix them. It is like a Spell Check. If you have an active subscription from Livecareer.com Resume Builder, you can take advantage of this tool, since it can be accessed from there. If not go to [www.Resume-Check.com](http://www.Resume-Check.com).

## Resume Posting FAQs

- **What's the benefit of the service?**

We post your resume on up to 90 job sites at once, such as Monster, CareerBuilder, Dice, etc., which saves you time and provides exposure to the over 1.5 million employers and recruiters who use these sites.



- **Couldn't I just post my resume to the job sites myself?**

Yes, you could. But it would probably take you a long time. With all the job sites we post to, we estimate save the average job seeker 60 hours of data entry work and weeks of research.

- **How long will my resume be posted on these sites?**

Each site is a little different. As a general rule, the minimum amount of time your resume will stay active on each site will be at least one to three months. Some sites will keep your resume active indefinitely (or until you request that it be deactivated). Other sites will e-mail you after a certain period of time inviting you to renew your account by clicking on a link.

- **How can I see the status of job sites I'm being posted to?**

Click on the "Resumes & Letters" tab from your homepage. Then click on the "Manage Postings" button. It will give you up-to-the-minute status of your postings.

- **How do I know the posting is being done?**

When you activate the distribution feature, we post your resumes on the job sites, and they send you confirmation emails as you're registered on each site, just like when you post your resume on a job site yourself.

- **How do I know the service is effective? Can you promise me I'll get a job in a month?**

We don't make promises about how quickly you get a job because that's not something we can control. The benefit of our service is getting increased exposure to employers and recruiters. If you are already getting some responses from resumes you have posted on some job sites, you can multiply the response you're getting by using Resume Posting to get your resume posted on many more job sites.

- **Do you also send my resume to recruiters?**

Resume Posting posts your resume on job sites, where it will be viewed by recruiters and employers. With all the job sites we post to, your resume will be available to the over 1.5 million recruiters and employers who search these job sites.

- **Is there a place where I could find a list of recruiters in my area?**

Yes, if you're looking for a service that will do the work for you and email your resume to the relevant recruiters, try our ResumeArrow.com site.

- **What if I want to post more than one version of my resume?**

If you have multiple resumes saved in your LiveCareer account, you can post more than one resume by going to the Resumes and Letters tab and selecting the resume that you'd like to post. Next, click the Post Resume button. Each resume that you post will create a separate account on the job site, so

you can access each one using the unique login information for that account shown on the Manage Job Site Postings page.

- **What if I want to modify my resume on all job boards after posting?**

If you want to change the resume you posted to all of the job boards, simply click the “Repost to all job boards now” link that is located in the top right corner of the Manage Job Sites Posting page

- **What if I want to modify my resume on one or a few of the job boards after posting?**

If you want to individually change your resume on a select number of job boards, you can access each job board individually using the login and password information listed on the Manage Job Site Postings page. Once you are logged into the job board, you can change your resume or upload a different resume there. SIDE NOTE: We do have the ability to “repost” their resume on the job sites. This simply posts a newer resume. Recruiters would most likely see the newer resume first since new resumes appear above older ones when recruiters search job sites. This is not the preferred solution because it requires more work on our part. But if a customer is demanding a refund because they’re unhappy, this may be an option.

- **How to edit job search agents**

Resume Posting creates agents for you on the job sites which email you job listings that should match your qualifications and interests. Sometimes, these job agents return some jobs that aren’t really a good match. You can tweak the keywords used for these job agents pretty easily. Most of the agent emails you’ll receive from a job sites will include instructions within the email on how to fine-tune the agent results. Simply follow those instructions to tweak the results you’re getting.

- **Are you affiliated with TheLadders.com? How is TheLadders different?**

We’re not affiliated with them, they’re a separate company. TheLadders is just one job site. When you pay for access to TheLadders, your resume just stays on their site. It doesn’t get posted to the over 90 job sites that Resume Posting posts to, so you’re not getting the exposure to the 1.5 million recruiters and employers who search the sites Resume Posting posts to.

- **What if my resume is already posted on one of the job sites?**

If you already posted your resume on some of these job sites, the new resume will not affect your old one. Your new resume is posted in a new, separate account on the job site, so it will be treated independently from your old one.

- **There are some sites I thought I was going to be posted on that it doesn’t seem Resume Posting has posted to**

check their Manage Postings page in their account. Under the FAQ section of their user profile, if they haven’t entered some information required by the Bonus Sites that may be the issue. Otherwise, the

site in question might be temporarily unavailable or it may not be a job site we post to at all. We post to as many job sites as are available at the time of the customer's order

- **My resume text looks strange on one or more of the job sites**

If you want to make changes to how your resume text is formatted on any of the sites, you can log in to your account on those sites and make any desired changes you wish.

- **I included my email address in the resume I copied and pasted, but it doesn't appear in the resume you posted for me on the job sites.**

We can't include the email address in the body of the resume because many job sites won't allow it there. However, we do provide the email address separately and the job sites typically provide a button which recruiters can click to contact you by email.

- **There was a problem posting my resume on one of the job sites**

Which site was it? I can make a note of the issue and pass it along to our technical team to investigate, and then get back to you soon.

- **I am trying to log in to one of the job sites using the login information from the report you provided, but it's not working.**

Which site is it? I can make a note of the issue and pass it along to our technical team to investigate, and then get back to you soon.

## JobTap

### How to Report Candidate Questions

1. Assist candidate and enter notes into their account as normal
2. Email Maureen with the details of the interaction, including the following information
  - For the email subject, enter: Candidate (call/chat/email) from (name)
  - Candidate name & account number
  - Candidate question/issue
  - Any steps taken to assist candidate
  - Response provided to candidate
  - Copy of email/chat (if applicable)

### **I am an employer and want to know more about this service.**

Any person who identifies themselves as a business/employer who wants to know more about the service, pricing, or other sales type information will be sent to our business sales contact, Troy Hatlevig:

Troy@livecareer.com

- Write up the contact as you would any other JobTap contact and send to Mau
- Use the following email subject: JobTap Employer Issue

## **JOB TAP**

- Used by local employers to quickly find and contact people like yourself who are looking for work
- Employers enter in what they are looking for, such as:

- Job title
- Geographic area
- Skills and/or Certifications
- Previous experience
- Availability

## **NOTES:**

- not a job board, and employers do not create job listings
- Select the type of person they are looking for and Jobtap displays the profiles of all matching candidates.
- There is no charge
- Does not require a subscription.
- However, subscribers will appear higher in Employer search results, and have access to other career tools.
- Your information is kept secured and your contact information is not shown to any employer until after you have indicated you are interested in their job by responding 'yes' to a job invitation request.
- Prior to contacting you, employers will only see your first name and any work history/skill/certifications that match the position they are hiring for."

How do I activate/deactivate my profile?

- “You can activate or deactivate your profile by logging into LiveCareer.com and accessing your Jobtap profile.
- From there you can set your profile to Public, Private, or Deactivated.” (names of public and private to change)

## **How long will my profile be active?**

- “As long as you want it to be, and as long as you are responsive to employers and LiveCareers communications with you.
- If within a 14 day period you have responded 'NO' to every employer request, or have not responded at all, you will be contacted by email/text to see if you are still looking for work.
- If you do not respond, or respond no, your account will be deactivated.”

## **How many employers are using Jobtap?**

- “LiveCareer currently has over 50 employers in it's beta, and is actively looking for and signing up

employers constantly, so the number changes frequently.

-Also, the number of positions that they are looking for depends on their individual business leads.”

### **How do I cancel my profile?**

-“You can deactivate your JobTap profile by logging into your LiveCareer account and going into the JobTap profile page.

-Click on the edit settings icon to turn your profile off.

-If you ever need to activate it again, you can come back to this page and turn it back on.”

### **Who will see my information?**

“When you show in an employer’s search, only your basic information will be displayed, such as:

- First Name
- Education
- Availability
- Work history

-Your contact information will not be displayed until an employer contacts you about a position and your reply back that you are indeed interested in the job.

-Your information will then be given to the employer so that they can contact you about the position.”

### **Can I apply directly to employers?**

-“I’m sorry but no. JobTap is not a job board,

-but a system that allows companies to search for employees that match the requirements for their job.

-By adding your application to JobTap you will be applying to any matching positions instantaneously”

### **How do I get back to JobTap?**

-“To get back to your JobTap profile, simply log into your LiveCareer.com account, click on the JobTap tab.

## **CAREER TEST (LC)**

### **Deluxe vs Premium**

“The only difference between the premium and the deluxe (besides price) is the detail in the report that is sent after the customer completes it. The Deluxe goes into more detail and depth in the analysis”

CDI PREMIUM (\$24.95),

CDI DELUXE (\$39.95) and

CDI Upgrade (\$15.00)

**Extension for \$9.95 Offer (LC Only)**

- Offer to returning user, good for 7 days and will not auto-renew
- Admin tool should show: active, expiring

**Resume Writing service with Cover Letter purchased (LC Only)**

- discounted price \$40
- you will have to log into customer's account to see that

## **\$14.95 / 20.00 Rebate**

**CUSTOMER CANCELING WITHIN THE FIRST 7/14 DAYS OF THEIR SUBSCRIPTION-with only \$2.95 charge**

**PROCESS:**

- click on the REBATE button
- select the offer
- click "Confirm"

*Note:*

- The back end system will take care of everything else for us. We will not be taking credit card information or processing any payments manually. It will all be done on the back end.
- Always check Find subscription or site user details (subscription) to see as to when the subscription will expire and auto-renew

**THINGS TO DISCLOSE TO CX:**

- \$14.95 is good for one month
- ON ( date) You subscription will auto- renew at \$ 34.95 if you wish to continue service
- If you will not utilize service for another month all you need to do is have it cancelled within the month, you can call, chat, email or cancel online on your account settings
- You will receive conformation email shortly

*Note:*

- NO NEED TO OFFER \$14.95 and \$9.95 To cx who got a job!

- In cases that cx wants to cancel and mentioned the reason on the onset why they are cancelling no need to state I supposed you have a new job, just transition to offer the \$14.95.
- In cases that cx mentioned that the reason why they are cancelling is because of the charge that they are unaware of, you need to explain auto-renewal policy, then transition to offer the \$14.95 as long as there's only one charge of \$34.95

### Customers cancelling within the first month of their subscription & requesting refund-

The offer is only for customers who have been charged a single month and want a refund

If a customer has been charged multiple monthly fees, we will **NOT** make the offer.

Customers cancelling after the first month of their subscription **NO** offer will be made

#### PROCESS:

- check what the amount of a pro-rated refund for the customer would be.

If that amount is MORE than \$20.00, the offer CAN be made

If that amount is LESS than \$20.00, the offer will NOT be made

If it is more than \$20

-Click Rebate

-Click drop down and select the offer

-Click confirm button

-You will see on the account that the \$20 rebate has been successful

-Check Find Subscription or site user under: Resume Builder Discounted 1 Month Full Access and click subscription to see the date as to when the account will expire so you can disclose it to cx , because if cx did not ask to cancel, subscription will auto-renew at a regular price.

#### *Note:*

Everything else is done automatically on the back end by the system. The system will automatically issue a refund for \$20 to the customer and make all the settings to keep the subscription active.

**If the Cx opted to cancel, then cancel service, but you need to check FIND Subscription** and see if the status is set to expired, auto-renewal, if so then click edit subscription and change it to expiring under the **Resume Builder 7 day Full Access.**

**Under the Discounted 1 Month Full Access: it should show active, expiring once account it cancelled**

**THINGS TO DISCLOSE TO CX:**

- \$20 rebate has been successfully processed you will receive that in 2-3 business days
- \$14.95 is good for one month
- On (date), Your subscription will auto renew at \$34.95 if you wish to continue service
- If you will not utilize service for another month all you need to do is have it cancelled within the month, you can call, chat, email or cancel online on your account settings
- You will receive conformation email shortly



# Career Field and Sub Field

1 CREATE RESUME  
Or upload an existing one
2 SELECT TEMPLATE  
We'll recommend one
3 EDIT RESUME  
Using our samples

Tell us about your desired job [Live Help](#)

We'll match you to the right resume template

**EXPERIENCE LEVEL**

Select one ▼

**CAREER FIELD**

Select one ▼

**CAREER SUB-FIELD**

**WORK HISTORY** (check all that apply)

☐ I have obvious gaps in my work history.

☐ I have switched jobs frequently.

☐ I am changing from one career field to another.

☐ I am a consultant, contractor or freelancer.

☐ I am transitioning from the military.

☐ None of the above.

(if needed, you can change your template later)

< Back
Continue >

## Accounting and finance

- Accountants
- Accounts Payable/Receivable
- Auditors
- Banking
- Bookkeepers
- Collections
- Controllers and Treasurers
- Financial Analysts
- Financial Management
- Investment Banking
- Payroll Administrators
- Tax Professionals

## Administrative Support

- Administrative Assistants
- Data Entry and Word Processing
- Executive Assistants
- Office Assistants
- Office Management
- Personal Assistant
- Receptionists
- Stenography and Court Reporting

## Architecture

- Architects
- Civil Engineers
- Drafters
- Landscape Architects
- Surveyors
- Urban and Regional Planning

## Art, Fashion and Design

- Animation and Multimedia Design
- Art Directors
- Artists
- Costume Design
- Designers
- Fashion
- Graphic Art and Design
- Illustration
- Interior Design
- Museums and Galleries
- Painters and Sculptors
- Photography

## Banking and Financial Services

- Bank Executives
- Bank Managers
- Investment Banking

- Loan Officers and Counselors
- Securities and Financial Services
- Tax Preparation
- Tellers and Customer Service

## Beauty and Spa

- Barbers
- Client Services
- Estheticians
- Fitness Instructions
- Hairstylists and Hairdressers
- Manicurists
- Massage Therapy
- Nutritionists
- Salon Management
- Spa Management

## Business

- Accounting and Finance
- Advertising, Marketing and PR
- Banking and Financial Services
- Business Analysts
- Business Administration
- Consulting
- Customer Service
- Human Resources
- Insurance
- Management
- Marketing, Communications and PR
- Online Business
- Purchasing and Procurement
- Real Estate and Property Management
- Retail
- Sales
- Small Business and Entrepreneurship
- Wholesale

## Childcare

- Aides and Assistants
- Daycare
- Management
- Nannies

## Community and Public Service

- Community Service Specialists
- Counselors
- Development and Fundraising
- Education and Vocational Counseling
- Executive Directors
- Mental Health
- Program Managers
- Public Health
- Rehabilitation and Substance Abuse
- Religion and Theology
- Social Workers
- Teachers and Instructors
- Volunteer Management

## Computers and Technology

- Computer Security
- Database Development and Administration
- Digital Arts and Design
- Education and Training
- General IT
- Hardware Engineers and Specialists
- Installation, Maintenance and Repair
- Interactive Design and Development
- Internet, eBusiness and New Media
- IT Consulting
- IT Management
- Mobile App Development
- Networks Analysts and Administration
- Programmers
- Quality Assurance and Testing

- Software Development
- Software Engineering
- Software Project Managers
- Technical Support
- Telecommunications
- Web Design and User Experience
- Web Development

## Construction

- Audio Visual Technicians
- Brick and Cement Masons
- Building Inspectors
- Carpenters
- Carpet, Tile and Floor
- Construction Equipment Operators
- Construction Laborers
- Construction Management
- Construction Trades
- Drywall
- Electricians
- Extraction and Mining
- Glaziers
- Highway Maintenance
- Insulation
- Metal Workers
- Painters
- Plasterers
- Plumbers and Pipe fitters
- Roofers
- Septic Tank and Sewers

## Customer Service

- Call Center
- Customer Service Management
- Restaurant and Food Service
- Retail
- Technical Support

## Dental

- Dental Assistance
- Dental Hygienists
- Dentists and Oral Surgeons

## Education and Training

- Adult Literacy
- Career Counselors
- College and University
- Continuing Education
- Credentialing Specialist
- Early Childhood Development
- Elementary School
- English as Second Language
- GED
- Instructors and Trainers
- Kindergarten
- Language Instruction
- Library
- Life Coaches
- Middle School
- Preschool
- Principals and Directors
- Professional Development
- School Administration
- School Counseling
- Secondary School
- Self Enrichment
- Special Education
- Teaching and Classroom Support
- Vocational Training

## Engineering

- Aerospace Engineers
- Biotechnology
- Chemical Engineers
- Civil Engineers

- Computer Hardware Engineers
- Electrical and Electronic Engineers
- Energy and Utilities
- Engineering
- Engineering Management
- Engineering Technicians
- Environment and Conservation
- Industrial Engineers
- Marine Engineers
- Mechanical Engineers
- Mining Engineers
- Occupational Health and Safety
- Petroleum Engineers
- Product Design and Engineering
- Software Engineering
- Telecommunications Engineers

## Entertainment and Media

- Animators and Cartoonists
- Art Production
- Cinematography
- Costuming
- Directors and Producers
- Documentary
- Editing
- Film
- Gaming
- Journalism
- Photographers
- Production
- Public Relations and Publicity
- Reporters, Announcers and Analysts
- Sound
- Special Effects
- Talent Agents
- Television and Radio
- Videographers
- Writers, Editors and Proofreaders

## **Fitness and Recreation**

- Amusement Parks
- Camp Counselors
- Diet and Nutrition
- Fitness and Recreation Managers
- Fitness Instructors and Coaches
- Massage Therapists
- Personal Trainers
- Program Coordinators
- Yoga Instructors

## **Food and Beverage**

- Bakers
- Baristas and Cafe Workers
- Bartenders
- Bussers
- Butchers and Meat Processing
- Cafeteria and Food Service
- Catering
- Chefs and Sommeliers
- Concessions and Refreshments
- Cooks
- Fast Food
- Food Processing
- Grocery
- Hosts/ Hostesses
- Restaurant
- Restaurant Management
- Waiters and Servers

## **Funeral Services**

- Funeral Directors
- Morticians and Embalmers

## **Government**

- Criminal Justice



- Elected Officials and Policy Makers
- Government Administration
- Government Examiners and Inspectors
- Post Office
- Public Service

## Green Job

- Business Development
- Conservation
- Engineering
- Environmental Science
- Infrastructure and Sustainable Building
- Installation and Repair
- Management
- Renewable Energy

## Healthcare

- Acupuncture
- Alternative and Holistic Medicine
- Chiropractors
- Dentistry
- Diet and Nutrition
- Emergency Medical Technicians
- Fitness and Personal Training
- Healthcare Management
- Medical and Lab Technicians
- Medical Assistance and Support
- Medical Records, Billing and Transcript
- Medical Technology and Equipment
- Nurses
- Occupational and Physical Therapy
- Optometry
- Pharmacology and Pharmaceuticals
- Physicians and Surgeons
- Psychiatry
- Speech Pathology and Audiology
- Therapists and Practitioners

## Human Resources

- Compensation and Benefits
- HR Coordinators
- HR Generalists
- Organizational Development
- Recruiting and Employment
- Training and Development

## Humanities and Liberal Arts

- Authors
- Linguists
- Professors and Lecturers
- Research
- Teaching Assistants

## Installation and Maintenance

- Aircraft
- Automotive and Body
- Cleaning Services
- Computer and Office Machines
- Electrical and Electronics
- Facilities
- Gardeners and Groundskeepers
- HVAC and Refrigeration
- Industrial Machinery
- Installation Managers
- Maintenance Managers
- Mechanics
- Medical and Precision Equipment
- Pest Control
- Repairers
- Technicians
- Telecommunications

## Insurance

- Actuaries

- Adjusters, Investigators and Collectors
- Agency Owners
- Insurance Agents and Brokers
- Underwriters

## Law Enforcement and Security

- Bounty Hunters
- Correctional Officers
- Detective and Criminal Investigators
- Firefighters
- Military
- Police Officers
- Protective Services
- Security Guards and Surveillance Officers
- Security Management

## Legal

- Attorneys and Lawyers
- Court Reporting
- Judges
- Legal Assistants
- Legal Secretaries
- Paralegal

## Library

- Archivists
- Circulation Services
- Curators
- Librarians
- School Librarian

## Management

- Account Management
- Consulting
- Executive
- Franchise

- Human Resources
- Management
- Operations Management
- Product Management
- Project Management
- Senior Executive
- Small Business and Entrepreneurship
- Strategy and Planning

## **Manufacturing and Production**

- Aircraft
- Assemblers and Fabricators
- Electrical and Electronics
- Machinists
- Metal Workers
- Plant and System Operators
- Plastic Workers
- Printing
- Production Supervisors and Managers
- Testers and Inspectors
- Tool and Die Makers
- Welders
- Wood Workers

## **Marketing, Advertising and PR**

- Account Management
- Brand Management
- Communications
- Copywriting and Editing
- Event Planning and Coordination
- Graphic Design
- Management
- Market Research
- Marketing
- Media Planning
- Online Marketing and Social Media
- Product Management
- Product Marketing

- Public Relations
- Traffic and Production Management

## **Military**

- Enlisted
- Officers

## **Natural Resources and Agriculture**

- Conservation
- Farming
- Fishing and Fisheries
- Florists
- Forestry
- Horticulture and Gardening
- Logging
- Management
- Ranch
- Watershed Management

## **Nursing**

- Case Managers
- Home Health Aides
- Licensed Practical and Vocational Nurses
- Nursing Aides and Attendants
- Nurse Practitioners
- Physician and Medical Assistants
- Psychiatric Nurses
- Registered Nurses
- Supervisors and Unit Managers

## **Performing Arts**

- Actors
- Casting and Talent Agents
- Costume Design
- Dancers and Choreographers
- Directors and Producers

- Performing Artists
- Playwrights and Screenwriters
- Singers and Musicians
- Stage Design
- Stage Management
- Stuntmen

## Personal Services

- Beauty
- Childcare
- Fitness and Personal Training
- Housekeeping
- Management
- Personal Assistants
- Personal Care
- Wedding and Event Planning

## Pharmacy

- Pharmacists
- Pharmacy Aides
- Pharmacy Technicians

## Psychology

- Clinical Psychology
- Counseling
- Instructors
- Program Management
- Psychiatrists
- Psychology
- Research
- Therapists

## Real Estate

- Brokers and Agents
- Mortgage
- Property Management

## Retail

- Customer Service
- Demonstrator
- Merchandising
- Sales
- Store Management

## Sales

- Account Management
- Business Development
- Customer Service
- Inside Sales
- Outside Sales
- Real Estate
- Retail
- Sales
- Sales Management
- Sales Support
- Telephone Sales

## Science

- Agriculture and Food Scientists
- Biological Scientists
- Biotechnology
- Chemists
- Conservation and Environmental Sciences
- Forensic Scientist
- Life and Physical Sciences
- Management
- Mathematics and Statistics
- Medical Scientists and Epidemiologist
- Nanotechnology
- Operations Research
- Pharmacology and Pharmaceuticals
- Physicists
- Science Technicians

## Skilled Trades

- Automotive and Motor Vehicles
- Construction
- Crafts People and Artisans
- Electronics
- Facilities, Maintenance and Cleaning
- Gardening and Landscaping
- Installation and Repair
- Logging
- Management
- Manufacturing and Production
- Mining and Extraction
- Waste and Recycling

## Social Sciences

- Administration
- Anthropologists and Archeologists
- Economists
- Historians
- Political Science
- Psychologists
- Research
- Social Sciences
- Sociology

## Sports

- Athletes and Sports Competitors
- Coaches, Trainers and Scouts
- Team Managers
- Umpires and Referees

## Telecommunications and Wireless

- Account Management
- Application Developers
- Consulting
- Customer Service



- Engineers
- Field Installation
- Management
- Operations
- Sales
- Software
- Systems Administrators
- Technicians

## **Textile and Apparel**

- Fashion Designers
- Laundry and Dry Cleaning
- Pattern Makers and Dress Makers
- Tailors and Sewers
- Textile Equipment Operators
- Textile Workers

## **Transportation and Distribution**

- Air Traffic Controllers
- Bus Drivers
- Customer Service
- Delivery
- Dispatch
- Forklift Operators
- Inspectors
- Inventory
- Logistics
- Mail Service
- Management
- Material Handlers
- Movers
- Packing and Packaging
- Parking
- Pilots and Flight Engineers
- Railroad
- Service Station
- Shipping and Freight
- Subway and Streetcar Operators

- Taxi Drivers and Chauffeurs
- Transportation and Distribution
- Truck Drivers
- Warehouse
- Waste and Recycling

## Travel and Hospitality

- Airline
- Amusement Parks
- Cruise Ships
- Hotels
- Management
- Resorts
- Spas
- Tourism

## Veterinary

- Animal Care and Service
- Animal Control
- Animal Science
- Animal Trainers
- Aquarium and Marine Life
- Farming
- Fishing and Fisheries
- Management
- Zoology
- Ranch
- Veterinary Medicine

# Contact Information

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## Contact Numbers

### **Toll Free – LC**

Our toll free line is 1-888-816-0576

representatives are available from Mondays to Fridays, 9am to 9pm; Saturdays at 9am to 6pm and Sundays at 11am to 7pm.

alternative numbers:

888-846-6306

800-652-8430

### **Toll Free – MPR**

Our toll free line is 1-855-213-0348

representatives are available from Mondays to Fridays, 9am to 9pm; Saturdays at 9am to 6pm and Sundays at 11am to 7pm.

### **Phone Free Number – LC UK**

Our phone free number is (44) 800-756-3741

representatives are available from 9am-9pm GMT. (Monday to Sunday)

## Email Addresses

### **LC-US**

customerservice@livecareer.com

feedback@livecareer.com

### **MPR**

customerservice@myperfectresume.com

feedback@myperfectresume.com

### **LC-UK**

customerservice@livecareer.com

## FAX # (LC)

Our fax number is: 1-866-373-1639

- Make sure you include your full name, your account ID number or email address you used to create your account.

**Note:**

**Starting November 14, 2014, do not advise the customer to fax documents. Instead, have them send their documents at [customerservice@livecareer-support.com](mailto:customerservice@livecareer-support.com)**

# Price Variations (Sample Sales Page & Sample Email Confirmation)

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## Price Variations

### LC

- \$1.95 14 days, auto-renews at \$34.95 / per month
- \$1.95 14 days, auto-renews at \$35.80 (\$8.95/ week) – billed every 4 weeks
- \$0.95 14 days, auto-renews at \$39.80 (\$9.95/week) – billed every 4 weeks
- We offer an Annual subscription for \$7.95 per month which is a 1-year commitment, pay \$95.40 upfront and is the best value for full access to your resumes for the entire year.

### MPR

- \$2.95 14 days auto-renews at 34.95/ per month
- \$ 2.95 14 days auto-renews at 35.80 (\$8.95/week) – billed every 4 weeks
- \$2.95 14 days auto-renews at 39.80 (\$9.95/week) – billed every 4 weeks
- We offer an Annual subscription for \$7.95 per month which is a 1-year commitment, pay \$95.40 upfront and is the best value for full access to your resumes for the entire year.

### LC UK

- We offer a £1.95 14 days access, which renews to our Monthly service for £22.95 per month
- We offer an Annual subscription for £4.95 per month which is a 1-year commitment (£59.40) and is the best value for full access to your resumes for the entire year.

### NOTE

Subscription price and days of access varies on each account. **Always** check **AB TEST** on each account to make sure that you are providing the correct information to your customers

## Sample Subscription Sales Page

LC



Support 7-days a week Phone, Email &amp; Live Chat

## Upgrade for Instant Access to All Features

### ☒ \$2.95 14-Day Full Access

- Unlimited printing and downloading for 14 days
- Create unlimited additional resumes or resume variations
- Automatically renews at \$34.95 per month on the 15th day
- Cancel Anytime

### ☐ \$7.95 Per Month Billed Annually

- Best value, Save 75%
- Full access to all features including cover letters
- Automatically renews each year
- Cancel Anytime

### Subscription Features



Download & save in multiple formats (Word, PDF, .RTF, .TXT)



**Cover Letter Builder** - create a cover letter in minutes



Customize and create multiple resumes and cover letters



**Resume-Check** NEW  
Scans your resume for 20 critical mistakes

[Continue ▶](#)[Skip for now »](#)

You may cancel by email, by chat or by calling us at Toll Free 1-888-816-0576.



Support 7-days a week Phone, Email &amp; Live Chat

powered by LiveCareer®

## Upgrade for Instant Access to All Features

### \$1<sup>.95</sup> 14-Day Full Access

- Unlimited printing and downloading for 14 days
- Create unlimited additional resumes or resume variations
- After 14 days, auto-renews \$9.95/week billed every 4 weeks
- Cancel Anytime

#### Reviews from Our Members



"This company was wonderful and extremely helpful. I was hired at a great law firm with the assistance of this website. Definitely referring people to this website!"  
- **Pandora Castro**, 11/11/2013

"Thank you so much for your help. Since I sent my cover letter I have received many calls from employers and now I can choose." - **Guillermo Solano**, 2/10/2014

### Subscription Features



Download &amp; save in multiple formats (Word, PDF, .RTF, .TXT)

**Cover Letter Builder** - create a cover letter in minutes

Customize and create multiple resumes and cover letters

**Resume-Check** **NEW**

Scans your resume for 20 critical mistakes

If you're unhappy for any reason during the first 14 days, just let us know-- **we'll refund your money.**[Continue ➔](#)You may cancel by [email](#), by chat or by calling us at Toll Free 1-888-816-0576.

MPR

# Employers Are Waiting For Your Resume

☒ **\$3.95 14 - day access**

- Unlimited printing and downloading for 14 days
- Create unlimited additional resume or resume variations
- Automatically renews at \$34.95 per month on the 15th day
- Cancel anytime

☐ **\$7.95 per month**

- Best value, Save 75%
- Full access to all features including cover letters
- Automatically renews each year
- Cancel Anytime

## Subscription features



Print your resumes and cover letters



Download & save in multiple formats



Customize and create multiple resumes and cover letters



Access your resume from anywhere - even your phone

**Continue**

You may cancel by email, by chat or by calling us Toll Free 1-888-816-0576



# Employers Are Waiting For Your Resume

☒ **\$2.95 14 - day access**

- Unlimited printing and downloading for 14 days
- Create unlimited additional resume and letter variations
- After 14 days, auto-renews \$8.95/week billed every 4 weeks
- Cancel anytime

☐ **\$7.95 per month**

- Best value, Save 75%
- Full access to all features including cover letters
- Automatically renews each year, cancel anytime
- Pay once, use all year long

## Subscription features



Print your resumes and cover letters



Download & save in multiple formats



Customize and create multiple resumes and cover letters



Access your resume from anywhere - even your phone



New! Resume Check eliminates common, deal-breaking errors

**Continue**

UK

Support 7-days a week Phone, [Email](#) & [Click here for Live Chat](#)

## Upgrade for Instant Access to All Features

### ☒ £1.95 14-Day Full Access

- Unlimited printing and downloading for 14 days
- Create unlimited additional CVs or CV variations
- Automatically renews at £22.95 per month on the 15th day
- Cancel anytime



“ There's quite a lot of CV examples. The tips are helpful.”

Vanessa

### ☐ £4.95 Per Month Bill Annually

- Pay once, use all year long
- Save more than 75%
- Automatically renews annually
- Requires annual commitment

#### Subscription Features



Download & save in multiple formats (Word, PDF, .RTF)



Create a covering letter in minutes

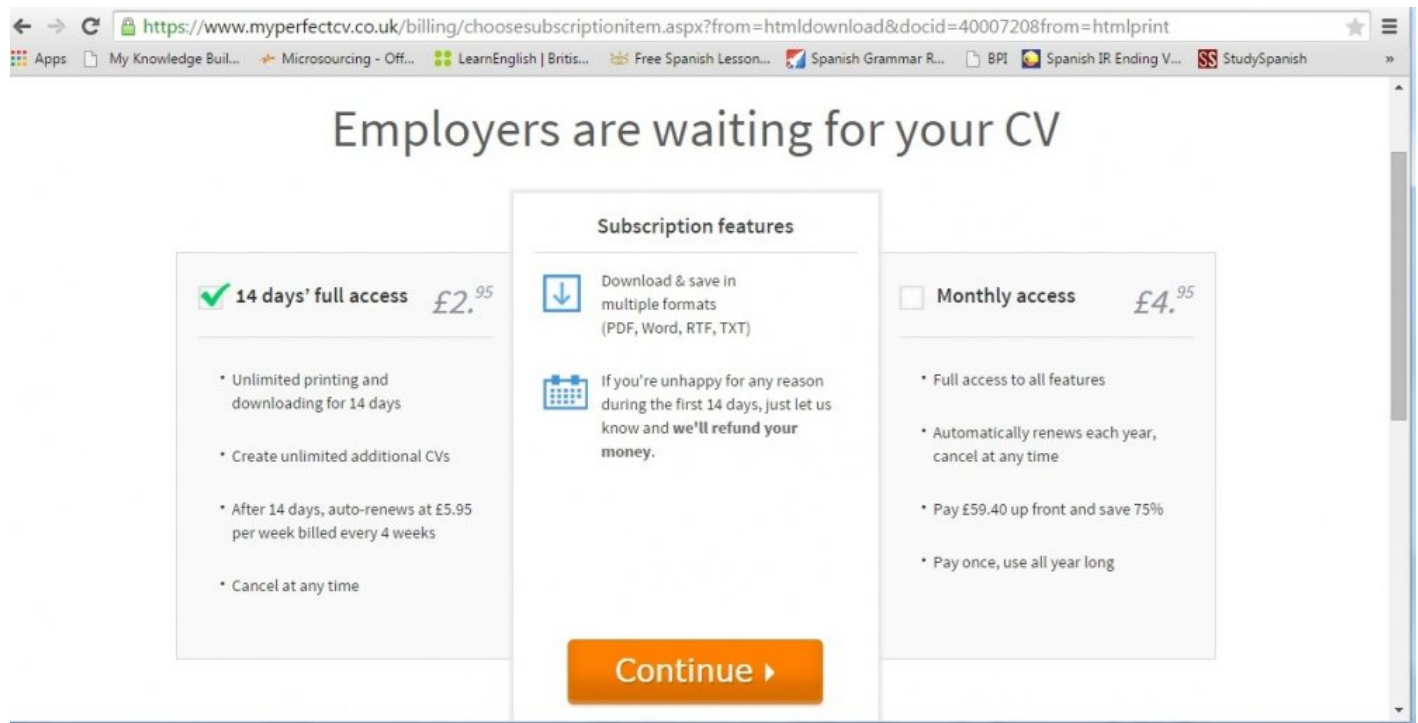


Customize and create multiple CVs and covering letters

[Continue ▶](#)[Skip for now »](#)

You may cancel by email, by chat or by calling us at Toll Free 800-756-3741

## MPRCV



The screenshot shows a web browser window with the URL <https://www.mypertectcv.co.uk/billing/choosesubscriptionitem.aspx?from=htmldownload&docid=40007208from=htmlprint>. The page title is "Employers are waiting for your CV". It features two main subscription options: "14 days' full access" for £2.95 and "Monthly access" for £4.95. The 14-day option includes unlimited printing, creating unlimited CVs, and a 14-day trial with a refund guarantee. The monthly option includes full access to all features, automatic renewal, and a 75% discount on the first year. A "Continue" button is located at the bottom of the page.

Employers are waiting for your CV

**Subscription features**

☒ **14 days' full access** £2.<sup>95</sup>

- Unlimited printing and downloading for 14 days
- Create unlimited additional CVs
- After 14 days, auto-renews at £5.95 per week billed every 4 weeks
- Cancel at any time

☐ **Monthly access** £4.<sup>95</sup>

- Full access to all features
- Automatically renews each year, cancel at any time
- Pay £59.40 up front and save 75%
- Pay once, use all year long

**Continue ▶**

## Sample Payment Confirmation Email (LC/MPR/UK)

## MPR



Connect with us on:

[Circle us](#)[Like us](#)[Follow us](#)**CONGRATULATIONS!**

Account ID:

Join date: 4/1/2015

Hello,

Hooray! You're on the right path to resume perfection and now have full access to MyPerfectResume.

For your records, your order information is below:

Order No:  
Last 4 digits of CC:  
Order Amount: **\$2.95**

Purchase Details	
Description	Amount
<b>MyPerfectResume 14 day Full Access</b> You now have full access to MyPerfectResume, the easiest way to build a perfect resume. Your full access includes MyPerfectResume and all its features for \$1.95, plus MyPerfectCoverLetter for \$1.00 billed separately. Your subscription begins immediately and auto-renews on 15-April-2015 for \$8.95/week billed every four weeks.	\$2.95
<b>Total:</b>	<b>\$2.95</b>

As a reminder, your full access will automatically auto-renew on 4/15/2015 for \$8.95/week billed every four weeks. You can manage your account settings [here](#) or contact our customer service department at 1-855-213-0348 (6am - Midnight EST) or email us at [customerservice@myperfectresume.com](mailto:customerservice@myperfectresume.com).

Thanks!  
The MyPerfectResume Team

You joined [MyPerfectResume.com](#) on 6/10/2014. MyPerfectResume values your privacy; read our [privacy policy](#).

North America LiveCareer, Inc. 1 Hallidie Plaza, San Francisco, CA 94102  
Powered by LiveCareer.com

You have authorized MyPerfectResume and your financial institution to initiate the transaction detailed above. You have acknowledged that the origination of debit or credit transactions to your account must comply with the provisions of local laws. This authorization is to remain in full force and effect until MyPerfectResume has received written notification from you of its termination in such time and manner as to afford MyPerfectResume and your financial institution a reasonable opportunity to act on it.

As an international company, MyPerfectResume processes payments from consumers all over the globe through LiveCareer UK, Ltd with its offices in London, England. Some banks charge an international transaction fee, even when the charge is in US dollars. We have no control over these fees and cannot predict what they may be, although generally they do not exceed 3% of the transaction amount. These fees are charged by your bank and not MyPerfectResume. Please contact your bank if you have any questions.



US



Home of America's #1 Resume Builder

## Thank you for your order!

### Your Order Details:

Account Number: 89740571

Cardholder Name: Joseph Adam ~~Maiale~~

Order Date: 2/12/2015

Payment Information: 2484



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**Amount Billed:\$1.95**

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To access your recently purchased products, login using the following:

User Name: [adam.maiale@gmail.com](mailto:adam.maiale@gmail.com)

You can cancel any time by logging in to your account and going to **My Setting**. If you have any questions, please email [customerservice@livecareer.com](mailto:customerservice@livecareer.com) or call us at **888-816-0576** between 6.00 a.m. and Midnight EST, 7 days a week.

As an international company, we process payments from consumers all over the globe through our entity located in the United Kingdom. Some banks charge an international transaction fee, even when the charge is in US dollars. We have no control over these fees and cannot predict what they may be, although generally they will not exceed 3% of the transaction amount. These fees are charged by your bank and not by us or any our entities. Please contact your bank if you have any questions.

**LiveCareer, U.K.**  
7 Albermale Street  
London, W15 4HQ

### Connect with Us

Get the latest jobs, career  
tips, special offers and more!



UK



STAY CONNECTED



Thank you for your order!

The following is a summary of your order placed on 3/4/2015:

Lorraine Talbot	Order No: 5244178
31 Bournehall Avenue, Bushey,	Order Date: 3/4/2015
Hertfordshire, W D23 3AU	Account No: 91373603
United Kingdom	Account Email: <a href="mailto:ldmackay31@gmail.com">ldmackay31@gmail.com</a>

#### Your order details:

##### Product:

Purchase Details	
Description	Amount
<b>CV Builder 14 day Full Access</b> You now have full access to the easiest to use, most powerful cover letter and resume builder available. Your full access includes Resume Builder and all its features for £1.00 plus Cover Letter Builder for £0.95 billed separately. Your subscription begins immediately and renews on 18-March-2015 to our recurring monthly service at £22.95 per month.	£1.95
<b>Total:</b>	<b>£1.95</b>

Amount: £1.95

The total amount has been charged to your credit card ending in 7723.

#### Do you need help with your order?


You can manage your Subscription Details online. Just go to your LiveCareer account and click My Account. You can also live chat or email us at [customerservice@livecareer.co.uk](mailto:customerservice@livecareer.co.uk) with any questions.

## NEW MPR RESUME FORMAT SAMPLE

MPR CONTEMPORARY.docx - Microsoft Word (Product Activation Failed)

File Home Insert Page Layout References Mailings Review View

1 2 3 4 5 6 7



**Mpr Contemporary**  
 1102 E 63rd st,  
 Tacoma, 98404  
 C: (951) 3757483  
 kevinodds89@hotmail.com

**Professional Summary**

To obtain a full-time position where I can utilize my costumer service experience and personal skills. Server/Bartender highly effective at anticipating and accommodating customer needs. Friendly, punctual and enthusiastic team player.

**Skills**

- Proven ability to adapt to variable problem solving situations.
- Positive and productive attitude with graciousness to new and returning guests.
- Classic cocktails
- Knowledge of craft and microbrews
- Quick learner
- Strong communication skills

**Work History**

<b>April 2014</b>	<b>Seattle</b>	<b>Tap House</b>	
<b>March 2015</b>		<b>Server</b>	<ul style="list-style-type: none"> <li>Upheld strict cash handling procedures.</li> <li>Served each guest courteously, quickly and efficiently.</li> <li>Consistently used suggestive selling techniques.</li> <li>Processed orders on a computerized Point of Sale system.</li> </ul>
<b>May 2013</b>			
<b>April 2014</b>	<b>Seattle</b>	<b>Bartender</b>	
		<b>The Lost Pelican</b>	
<b>August 2010</b>			<ul style="list-style-type: none"> <li>Closed out cash register and prepared cashier report.</li> <li>Adhered to state laws regarding alcoholic beverage service.</li> </ul>
<b>May 2013</b>			<ul style="list-style-type: none"> <li>Poured drinks using standard pour according to specifications.</li> <li>Cleaned shelving, mixers, cups, blenders and soda guns.</li> </ul>
	<b>Server/Bartender</b>		<b>Seattle</b>
		<b>Bills Off Broadway</b>	
		<ul style="list-style-type: none"> <li>Maintained full knowledge of beverage lists and promotions</li> <li>Cleaned, mopped and vacuumed the bar area.</li> <li>Refused service to intoxicated guests.</li> <li>Waited on multiple customers at the bar and throughout the bar area.</li> </ul>	

**Education**

<b>2007</b>	<b>High School Diploma</b>	<b>Temecula, US</b>
-------------	----------------------------	---------------------


Page: 1 of 2 Words: 222 90%



MPR MODERN RESUME.docx (Protected View) - Microsoft Word (Product Activation Failed)

File Home Insert Page Layout References Mailings Review View

**MPR MODERN**  
1102 E 63rd st, Tacoma, 98404  
C: (951) 3757483  
kevindodds89@hotmail.com



**PROFESSIONAL SUMMARY**

To obtain a full-time position where I can utilize my costumer service experience and personal skills. Server/Bartender highly effective at anticipating and accommodating customer needs. Friendly, punctual and enthusiastic team player.

**SKILLS**

- Proven ability to adapt to variable problem solving situations.
- Positive and productive attitude with graciousness to new and returning guests.
- Professional appearance with great diction, posture and emotional intelligence.
- Classic cocktails
- Knowledge of craft and microbrews
- Quick learner
- Strong communication skills
- Respectful and polite to co-workers on and off work interventions.

**WORK HISTORY**

**04/2014 - 03/2015**

**Server**  
**Tap House** - Seattle

- Upheld strict cash handling procedures.
- Served each guest courteously, quickly and efficiently.
- Consistently used suggestive selling techniques.
- Processed orders on a computerized Point of Sale system.

**05/2013 - 04/2014**

**Bartender**  
**The Lost Pelican** - Seattle

- Closed out cash register and prepared cashier report.
- Adhered to state laws regarding alcoholic beverage service.
- Poured drinks using standard pour according to specifications.
- Cleaned shelving, mixers, cups, blenders and soda guns.

**08/2010 - 05/2013**

**Server/Bartender**  
**Bills Off Broadway** - Seattle

- Maintained full knowledge of beverage lists and promotions
- Cleaned, mopped and vacuumed the bar area.
- Refused service to intoxicated guests.
- Waited on multiple customers at the bar and throughout the bar area.

**EDUCATION**

**2007**

**High School Diploma**  
**Temecula Valley High** - Temecula, US

- Coursework in Hospitality Management
- Food Services Technology classes
- Graduated with honors in Music

**2010**

**Hospitality**  
**Palomar Community College** - San Marcos

Page: 1 of 1 Words: 0 90%



## Payment Methods:

- **LC/MPR/UK:** Visa, Mastercard, AMEX, Discover Cards  
Discoverd card is already activated as of 02/28/2014- 03/1 MLT time
- **LC UK:** accepts maestro card 03/5 update as per Boss 2:47 am MLA time, for the mean time only 5% of our cx can see this payment option.

## MPR UPDATE: Complimentary order confirmation, activation instructions, and order confirmation email (Resume Writing)

### We have Resume Servies for MPR – Resume Review and Resume Writing

- Resume Writing started **July 9**
- Prices and Process (same with LC)
- All refund request should be forwarded to TL, TL will then email proper dept., cx will receive response in 1-2 business days
- Giving complimentary. – Writers will decide on that. TL will be given a heads up on that, so agent should ask TL first re: this matter
- **Order confirmation and activation instructions**



**Purchase Details:**  
**Entry-Level Resume – MPR**

**Amount:**  
**\$85.00**

**Total Amount:**  
**\$85.00**

Thank you for your order: **Entry-Level Resume – MPR.**

**Attention: You must take further action before a writer can work on your document.**

Please go to "My Resumes" on [www.myperfectresume.com](http://www.myperfectresume.com) to activate your order and share information about your job search. This will notify our writing team that you are ready to go!

Your order includes:

- A professionally-written document, delivered 3 business days after your writer receives all information from you.\*
- A 15-minute consultation with your writer before writing process begins (if requested).
- One editorial revision, if needed, within 7 days of document delivery.

If you have additional questions, please email [resumewriter@myperfectresume.com](mailto:resumewriter@myperfectresume.com) or contact our customer support team toll free at [1-855-213-0348](tel:1-855-213-0348) Monday - Friday, 6 am to Midnight EST.

Thank you for choosing the MyPerfectResume writing team!

\*Once you activate your order, a writer will email you within one business day to confirm a delivery date, request additional information from you or set up a consultation time, if consultation was requested.

You joined MyPerfectResume with [r.s.j.p.u.tman.jeeta@gmail.com](mailto:r.s.j.p.u.tman.jeeta@gmail.com) on 7/14/2014.  
MyPerfectResume values your privacy; read our [privacy policy](#).

MyPerfectResume 1 Hallidie Plaza, San Francisco, CA 94102  
Powered by LiveCareer.com

- Upgrade order confirmation



**Purchase Details:**  
**MPR Prof to Exec Upgrade**

**Amount:**  
**\$85.00**

**Total Amount:**  
**\$85.00**

This receipt confirms your upgrade to: **MPR Prof to Exec Upgrade.**

Now that your order has been adjusted to the appropriate level for your experience, your order will be assigned to a writer.

If you have additional questions, please email [resumewriter@myperfectresume.com](mailto:resumewriter@myperfectresume.com) or contact our customer support team toll free at [1-855-213-0348](tel:1-855-213-0348) Monday - Friday, 6 am to Midnight EST.

Thank you for choosing the MyPerfectResume writing team!

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- Complimentary order confirmation and activation instructions

**Purchase Details:****Comp MPR Entry Resume****Amount:****\$0.00****Total Amount:****\$0.00**

We are happy to provide you with a complimentary **Comp MPR Entry Resume**.

**Attention: You must take further action before a writer can work on your document.**

Please go to "My Resumes" on [www.myperfectresume.com](http://www.myperfectresume.com) to activate your order and share information about your job search. This will notify our writing team that you are ready to go!

Your order includes:

- A professionally-written document, delivered 3 business days after your writer receives all information from you.\*
- A 15-minute consultation with your writer before writing process begins (if requested).
- One editorial revision, if needed, within 7 days of document delivery.


If you have additional questions, please email [resumewriter@myperfectresume.com](mailto:resumewriter@myperfectresume.com) or contact our customer support team toll free at [1-855-213-0348](tel:1-855-213-0348) Monday - Friday, 6 am to Midnight EST.







Thank you for choosing the MyPerfectResume writing team!



\*Once you activate your order, a writer will email you within one business day to confirm a delivery date, request additional information from you or set up a consultation time, if consultation was requested.




## Retention Offers

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SHARE & CONNECT  8+1  297  Like  0  Tweet  0

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 RESUMES COVER LETTERS INTERVIEWS JOBS CAREER RESOURCES


### Viney, are you sure you want to cancel?

Keep access — and save. **Today only!**

#### Get 1 Month FREE

Get full access **FREE** for a month (renews at \$9.95 per week billed every four weeks)

**CHOOSE** →



#### \$3/Month Unlimited

Pay just \$3/month for full access for as long as your job search lasts!


**CHOOSE** →

#### Get 1 Year for the Price of 1 Month!

Get a full year's subscription for the price of one month (only \$39.80). **You save over 90%!**

**CHOOSE** →

#### Need help with anything?



**1-888-816-0576**  
Support 7 Days a week 6am - Midnight EST  
[customerservice@livecareer.com](mailto:customerservice@livecareer.com)

**Chat Now** →

#### Did you know...

In a recent survey, 91% of senior managers said cover letters matter when screening applicants. Create an impressive cover letter fast with our cover letter builder!


**Create a cover letter now** →

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**YES, CANCEL MY SUBSCRIPTION** →

**NO, DON'T CANCEL** →

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New York San Francisco UK Phone

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Page 212 of 240

# How to transfer a call / Filing for a HOLIDAY AMR / LC Hotline

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**September 29, 2014**

We will be transitioning to the new LiveCareer hotline number.  
Please call or text this number for any notification

Mobile: **0917-8500180**

Landline: **02-5047598**

## How to Transfer (call)

1. Place the customer on Mute.
2. On your Ameyo, click the Transfer button.
3. Click User, and then select the name of the available supervisor on the drop down list then press Transfer. Please check Image Number 1.
4. Kindly send a PM first to the available supervisor and then provide all the needed info like the reason why the customer wanted to talk to a supervisor and then the email add/account ID. After that, do the Warm Transfer.

Here's the spiel:

**Sup:** Thank you for choosing LC, LC UK, MPR, this is Moncie how can I help you?

**Agent:** I have a customer on the other line, and he/she wants to talk to supervisor. His/Her name is:

**Sup:** Go ahead and transfer the customer.

5. Lastly, for our reps, to transfer or end the call, just click on Hangup Customer. Check Image Number 2.

**This will apply to LiveCareer US, LiveCareer UK and MPR. If you do have questions, concerns or suggestions, you know the drill**

## Procedure in Filing for a HOLIDAY AMR

1. Select the date
2. AMR TYPE – OVERTIME

- 3. SESSION START DATE/TIME SHOULD BE YOUR SCHEDULED SHIFT**
- 4. REASON:** Indicate the type of holiday (special/regular)

# Chat Hot Keys

---

## INTRODUCTIONS

**Ctrl+Alt+C**

customer has not responded in 1 minute

**Ctrl+Alt+L**

Are you currently Logged into your Livecareer Account ?

**Ctrl+H**

Hello, thank you for using Livecareer Help. How may I help you today?

**Ctrl+Q**

Hello, thank you for choosing My Perfect Resume. How may I help you today?

## INFORMATION GATHERING

**Ctrl+ E**

May I please have the email address you address to used to create your account

**Ctrl+U**

I can help you with that. May I please have the email address used to create the account?

**Ctrl+ I**

I could not find an account under that email address. Is there another email address that it could be under?

**Ctrl+ Alt+ M**

Let me see what I can do about that. Just a moment please.

## CANCELLATIONS

**Ctrl+ I**

Okay, I've set your subscription to cancel at the end of the subscription. You will not be billed again. I'm also sending you an email confirmation for your records. Is there anything else I can help you with today?



**Ctrl+Y**

Okay, I've set your subscription to cancel at the end of the period so you will not be billed again. I've also sent you an email confirmation for your records. Is there anything else I can help you with today?

**Ctrl+O**

Okay, I have refunded and canceled your account so you will not be billed again. You'll see it on your bank statement within 2-3 business days. I have also sent you a confirmation email for your records.

**Ctrl+F**

cancellation push page

**Ctrl+S**

LC How to cancel subscription

**Ctrl+Shift+S**

MPR How to cancel subscription

**Ctrl+Shift+U**

UK How to cancel subscription

**Ctrl+K**

How to avoid \$34.95 renewal charge

## FREE TRIAL vs SUBSCRIPTIONS

**Ctrl+Alt+F**

What Free Account Offers

*Your free account allows you to create and share your resumes and cover letters. You can use any of our templates, designs, expert tips and Text Tuner examples and can download your resume as a text file.. You can also share your resume on your Facebook, Twitter, or LinkedIn profile. However, if you want to print a resume to bring to an interview or email a professional looking resume in either PDF or Word format, you need a subscription.*

**Ctrl+W**

Print, Email, Download Require Subscription

*You can download your resume as a text file for free. Text files are great for posting your resume online to job boards and on company websites. However, if you want to print a resume to bring to an interview or email a professional looking resume in either PDF or Word format, you need a subscription. To download the plain text format, click on download and select PLAIN TEXT format.*

**Ctrl+A**

Thanks for asking for clarification in the difference between our free trial and our subscription! Our free account is meant to let users try out our templates, designs and examples before deciding to buy. The free account does allow you to download the resume as a text file, which you can use to submit to job boards, company websites, or any site requiring a text resume. However, if you want to print a resume to bring to an interview or email a professional looking resume in either PDF or Word format, you need a subscription. To download the PLAIN TEXT format for free, please click on DOWNLOAD and select PLAIN TEXT format.

## GETTING STARTED

**Ctrl+Alt+G**

**MPR** Get started MPR

**Ctrl+Alt+U**

**UK** Get started

## RESUME POSTING

**Ctrl+P**

Offer the \$9.95 package if customer does not want monthly service.

**Ctrl+M**

Asking the customer why they want to cancel their subscription.

**Ctrl+R**

What are the benefits of posting?

**Ctrl+Z**

**LC** Our toll free line is 1-888-816-0576

**Ctrl+Alt+P**

**UK** Our free phone number is (44) 800-756-3741

## CONVERSATIONAL RESPONSES

**Ctrl+Shift+A**

I apologize for the inconvenience.

**Ctrl+Alt+R**

Customer has not responded in 1 minute

**Ctrl+Shift+K**

**UK** Customer has not responded in 1 minute

**Ctrl+Shift+R**

**MPR** Customer has not responded in 2 minutes

**Ctrl+T**

Thank you. Just a moment while I look that up.

**Ctrl+J**

Just a moment please.

**Ctrl+Alt+I**

Is there anything else I can help you with at this time?

**Ctrl+N**

You're welcome! Can I assist you with anything else at this time?

**Ctrl+G**

Thank you for contacting LiveCareer Help. Feel free to contact us again if you have any questions. To help us improve our service, please answer a brief survey by clicking the "Close" button on the top right of the chat window

**Ctrl+Alt+Q**

**MPR** Thank you for contacting MyPerfectResume Help. Feel free to contact us again if you have any questions.

**Ctrl+Alt+K**

**UK** Thank you for contacting LiveCareer Help. Cheers!

# Links / Affiliated Sites / Editing Issues

---

[Microstatus](#)

[Admin Tool](#)

[LiveCareer](#)

[My Perfect Resume](#)

[LiveCareer UK](#)

[My Perfect CV](#)

[WireCard](#)

[Ameyo](#)

[Telerain](#)

[Online Tracker](#)

## AFFILIATED SITES

[LiveCareer US](#)

[My Perfect Resume](#)

[LiveCareer UK](#)

[My Perfect CV UK](#)

LC:

[www.resume-check.com](http://www.resume-check.com)

[www.resume-now.com](http://www.resume-now.com)

[www.cover-letter-now.com](http://www.cover-letter-now.com)

[www.livecareer.com](http://www.livecareer.com)

LC (Other countries)

[LC Spain](#)

[LC Italy](#)

[LC France](#)

[LC Netherlands](#)

[LC Germany](#)

[LC Europe](#)

[LC Poland](#)

MPR:

[www.myperfectresume.com](http://www.myperfectresume.com)

[www.myperfectcoverletter.com](http://www.myperfectcoverletter.com)

OTHERS:

[resumearrow.com](http://resumearrow.com)

[resumedirector.com](http://resumedirector.com)

[resumebucket.com](http://resumebucket.com)

## EDITING ISSUES

### MPR Editing Issues – Resume

ISSUE: **Misaligned job description**

- POSSIBLE WORKAROUND:
  - Click your mouse on the left side of the bullet then keep clicking the bullet icon until it is aligned.

**Misaligned Job Description:****Resume Preview on the website:**

<b>Work History</b> <hr/> <b>Education</b> <hr/> <b>Additional Sections</b> <hr/> <b>Formatting Tools</b> <hr/> <b>Font Size</b>  <hr/> <b>Leading Size</b>  <hr/> <b>Font Style</b> <input type="text" value="Linotype"/> <hr/> <b>Line Spacing</b> <input type="text" value="1.0"/> <hr/> <b>Paragraph Spacing</b> <input type="text" value="0.0"/> <hr/> <b>Letter Spacing</b> <input type="text" value="0.0"/> <hr/> <b>More Options</b> ↓	<div>• POS systems expert</div> <hr/> <b>WORK HISTORY</b> 11/2009 to 09/2012 Customer Service/Collections and billing At The Beach Corporate Office ~ 7193 S. Dillon ct. Englewood, Co 80112 <ul style="list-style-type: none"> <li>• Answered an average of [number] calls per day by addressing customer inquiries, solving problems and providing new product information.</li> <li>• Described product to customers and accurately explained details and care of merchandise.</li> <li>• Successfully acquired an average of [number] new customers per month, generating a [number]% growth in revenue.</li> <li>• Provided an elevated customer experience to generate a loyal clientele.</li> <li>• Answered product questions with up-to-date knowledge of sales and store promotions.</li> </ul> <ul style="list-style-type: none"> <li>• Scored in top 10% of employees in successful resolution of issues</li> <li>• Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.</li> <li>• Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.</li> <li>• Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.</li> <li>• Recipient of multiple positive reviews acknowledging dedication to excellent customer service.</li> <li>•</li> <li>• Directed calls to appropriate individuals and departments.</li> <li>• Built long-term customer relationships and advised customers on purchases and promotions.</li> <li>• Helped drive sales goals and achieve monthly quotas.</li> </ul> 03/2007 to 12/2008 Front Desk Associate Advance America Cash Advance - I was a floater for several location <ul style="list-style-type: none"> <li>• Executed customer transactions, including deposits, withdrawals, money orders and checks.</li> <li>• Processed quarterly audits with a zero error rate.</li> <li>• Coordinated daily cash reconciliation at a high-volume location.</li> <li>• Handled various accounting transactions.</li> <li>• Collected member loan payments.</li> <li>• Sold cashier's checks, traveler's checks and money orders.</li> <li>• Processed exchange and foreign currency.</li> <li>• Answered telephone inquiries on banking products including checking, savings, loans and lines of credit.</li> <li>• Maintained friendly and professional customer interactions.</li> </ul> 02/2007 to 10/2009 CSR/Technical Support Dish Network - 5701 S. Santa fe Littleton, CO 80120 <ul style="list-style-type: none"> <li>• Provided base level IT support to non-technical personnel within the business.</li> <li>• Evaluated and responded to incoming sales leads and requests for technical support assistance.</li> <li>• Met and exceeded company sales and productivity goals for [time period].</li> <li>• Resolved customer issues in a clear, courteous and straightforward manner.</li> <li>• Demonstrated professionalism and courtesy with customers at all times.</li> <li>• Conducted research to address customer concerns.</li> <li>• Answered [number] incoming calls from residential and small business customers.</li> </ul>
--	---

**ISSUE: Skills section appears blank when you click edit**

- POSSIBLE WORKAROUND:
  - Delete the skills section, then add it back. But you have to enter the skills again.

**ISSUE: Huge Resume Header when downloaded**

- POSSIBLE WORKAROUND:
  - Try to use a different resume style or
  - Download the resume in word, then click your mouse on the header block, then drag it until you get the desired size. Then click the backspace key to move the information on the desired place. Don't forget to move the lines too, use the click and drag technique.

## Huge gap appears when CV is downloaded ( LC UK)

### CV Preview on the website:

**LiveCareer** Save and Return to My CVs

**Edit Your CV** Current CV: Copy of Nicola Thurston CV Autosaved at 7:08 PM (0 minutes ago)

Add Section Manage Sections Spelling Print Download Import Paper: A4 Actual Size

1980 Isle of Wight College — Newport, Isle of Wight, UK  
NNEB: Nursery Nursing

**Work History**

05/2013 - 06/2013 Ryde School — Ryde, IOW  
Invigilator

03/2013 - 04/2013 Ryde School — Ryde, IOW  
Cover SEN Teaching Assistant

09/2012 - 02/2013 Medina House School — Newport, IOW  
HLTA

02/2011 - 07/2012 Ryde School — Ryde, IOW  
SEN Teaching Assistant

04/2010 - 02/2011 Connections — Shanklin, IOW  
Shop Assistant

08/1988 - 11/1990 Midsomerset Newspapers — Wells, Somerset  
Senior Sales Executive

08/1987 - 07/1988 Western Gazette — Yeovil, Somerset  
Advertising Telesales

**Key Skills**

- Motivating students
- Interactive teaching/learning
- CPR/First-aid certified
- Expertise in Dyslexia
- Understands child physical
- Mother of 2 children
- Cheerful
- Dependable
- Friendly
- Excellent communication skills

### Download preview:

Current CV: Copy of Nicola Thurston CV

**Preview**

<Back Download

**Tips:**

- Keep your CV to 1-2 pages, if possible.
- To adjust spacing, fonts and margins use the formatting tools on the Edit page.

**Designs** **Formatting**

Top and Bottom Margins:

Side Margins:

**Key Skills**

- Motivating students
- Interactive teaching/learning
- CPR/First-aid certified
- Expertise in Dyslexia
- Understands child physical and language development
- Mother of 2 children
- Cheerful
- Dependable
- Friendly
- Excellent communication skills
- Positive atmosphere promotion

ISSUE: Work history not in chronological order



- **POSSIBLE WORKAROUND:**
  - In some accounts, the drag and drop technique works. After doing the drag and drop technique, (if with subscription) click the print preview to see if changes have been saved. (if no subscription) Click save and continue, then click edit again to view or
  - Download the resume in word, and do the manual editing or
  - Advise the customer to input the information in the sequence of their desired order. Starting from the latest job.

**ISSUE: Inconsistent font size and style on the resume**

- **POSSIBLE WORKAROUND:**
  - Click on the section that has a different font size or style. On the edit section page, click “Ctrl A” to highlight the paragraph, then click “Ctrl X” to cut the whole paragraph, then click “Ctrl V” to paste again the information or
  - Delete the section then add it back.

**ISSUE: Small boxes appear when downloaded in MS word format**

- **POSSIBLE WORKAROUND:**
  - On the downloaded word document, click “Ctrl A” to highlight the whole document, once highlighted; change the font style to either Arial or Times New Roman.

**ISSUE: Oops error when downloading**

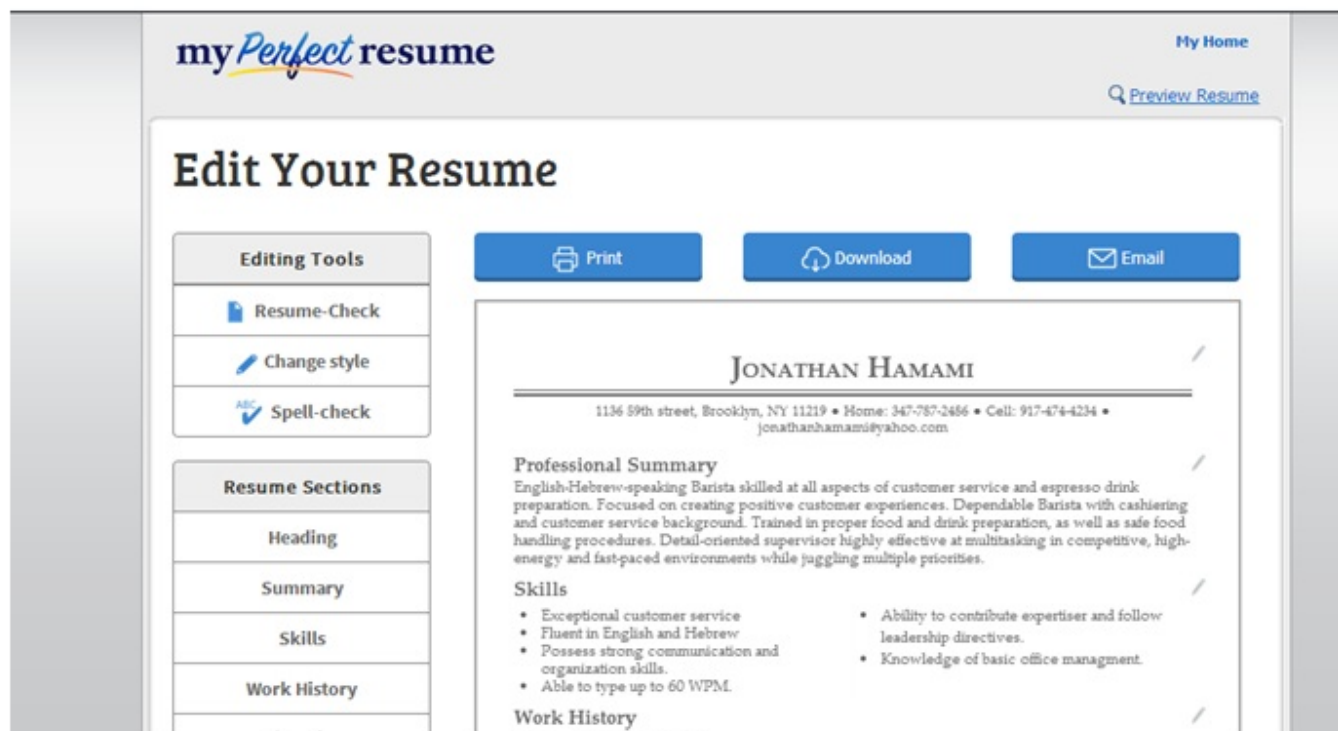
- **POSSIBLE WORKAROUND:**
  - Change the resume style or
  - Change the font style

**ISSUE: Year can't be deleted on the education section**

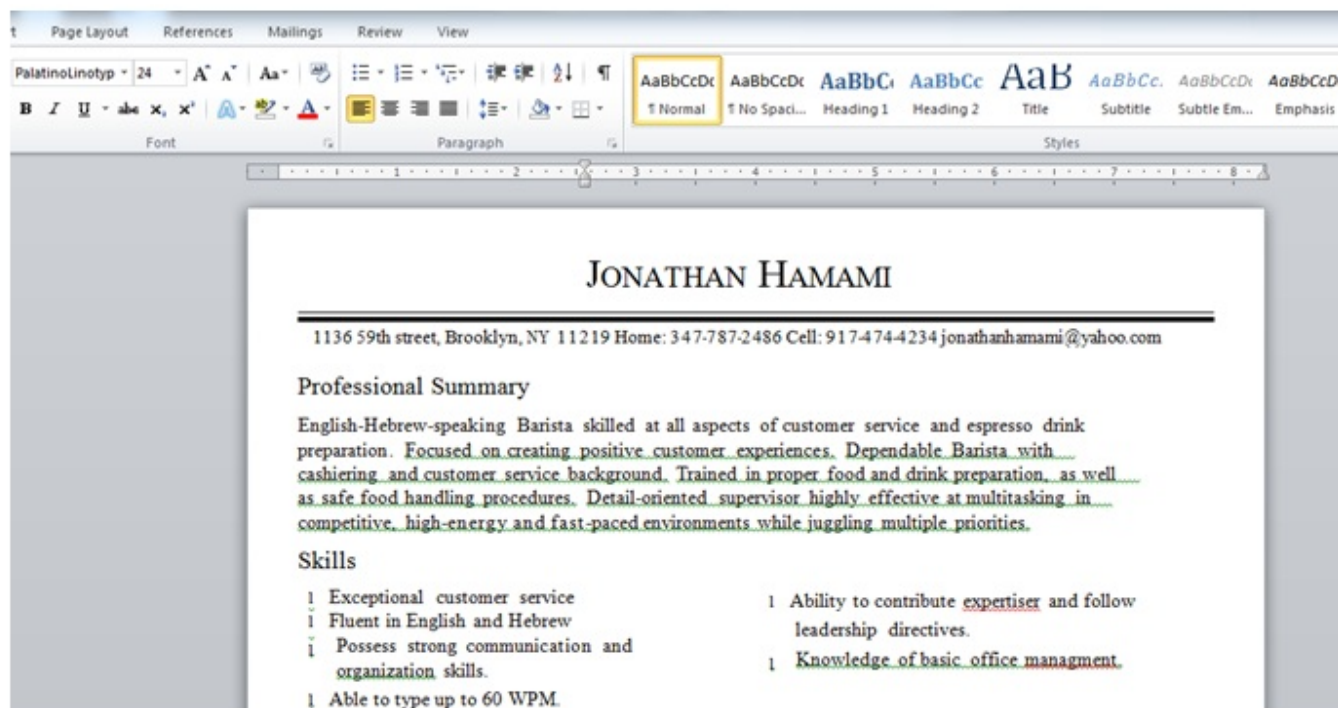
- **POSSIBLE WORKAROUND:**
  - Delete the information, then add it back. When you add it, make sure you leave the month and year to “select” option.

Bullets become "1" when you click file then save as

Resume Preview on the website:



When saved: (Click file>save as)



**ISSUE: Bullets become “1” when you click file then save as**

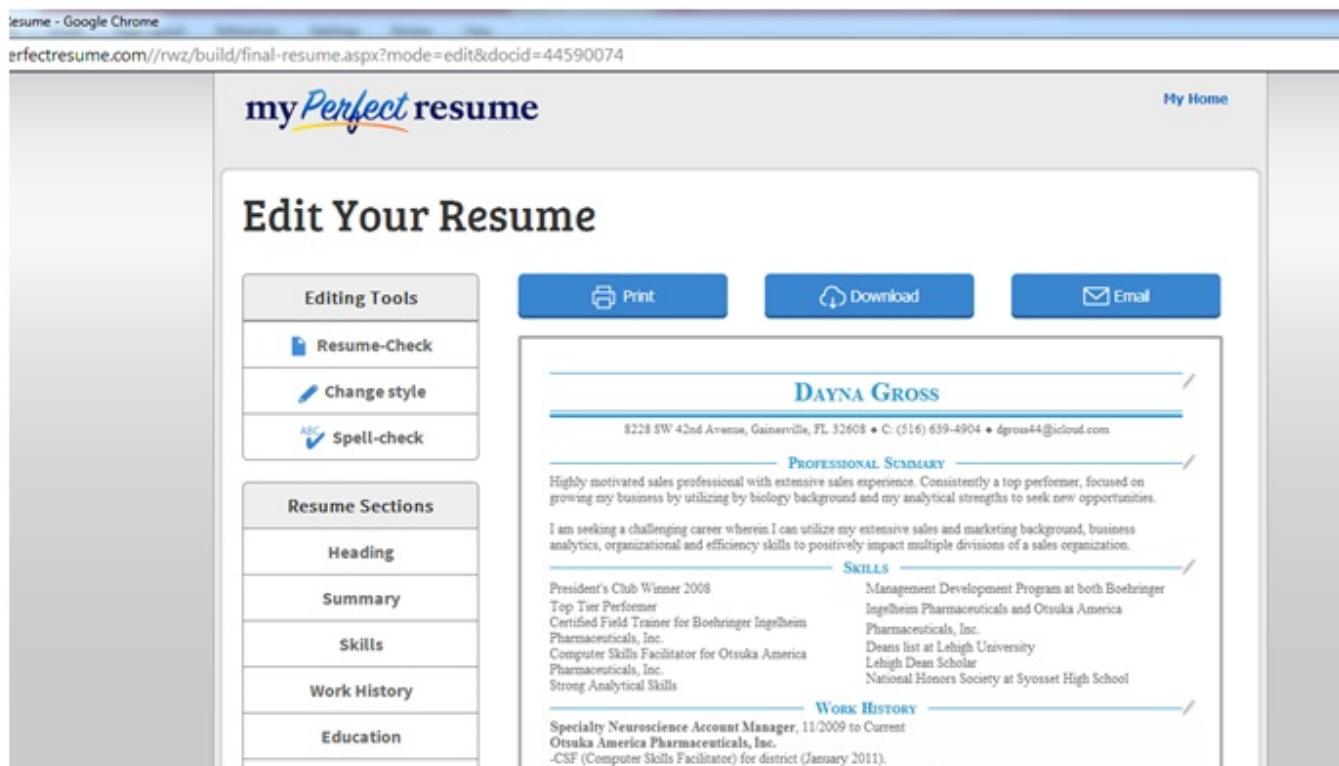
- POSSIBLE WORKAROUND:
  - Download the resume in word format. To keep the bullets, open the containing folder of the downloaded document, then drag the file icon to your desktop.

**ISSUE: Lines disappear when downloaded**

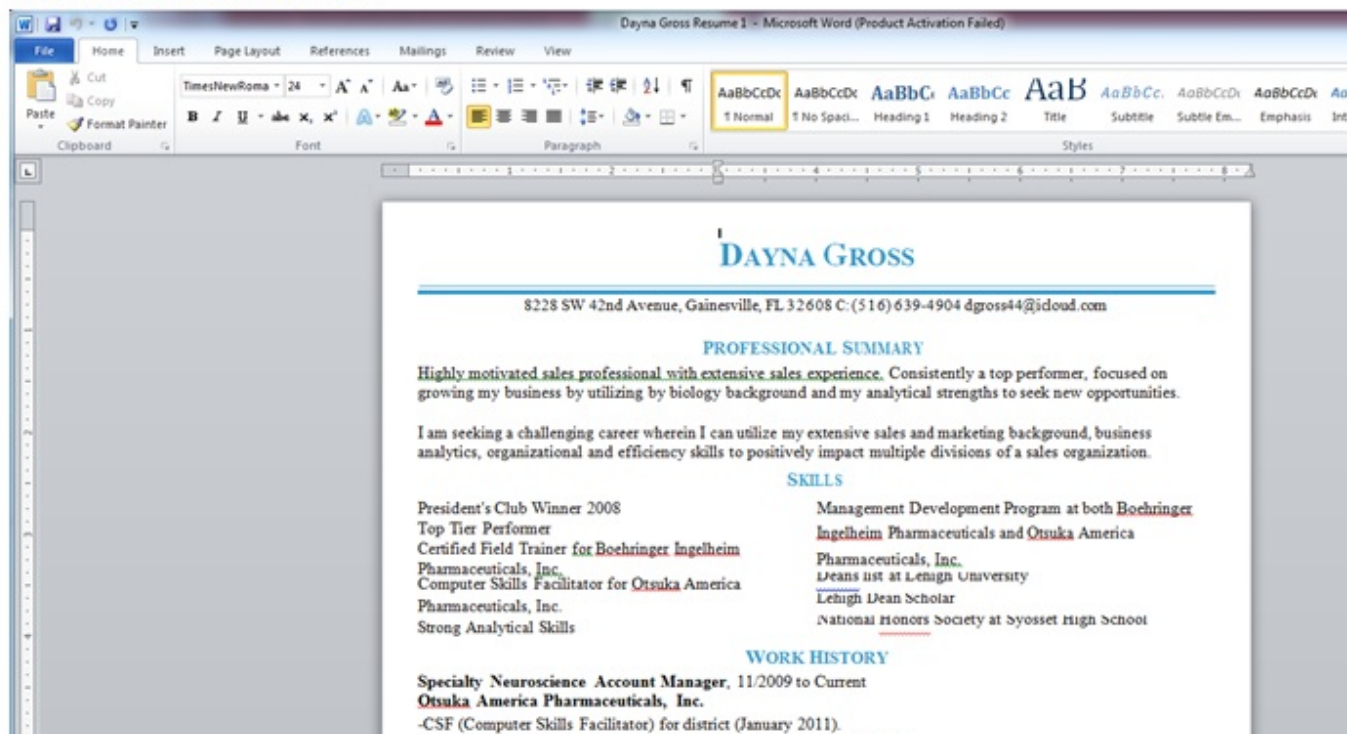
- POSSIBLE WORKAROUND:
  - Change the resume design if it's okay with customer or
  - Download the resume in word format, then click insert>shapes> then select the line.

## Lines disappear when downloaded

Resume preview on the website:



Resume when downloaded:



**ISSUE: Spelling changes when downloaded**

- POSSIBLE WORKAROUND:
  - Download the resume in word format, then manually change it.

**ISSUE: Some letters on the header (Name) disappear**

- POSSIBLE WORKAROUND:
  - Click “Ctrl A” to highlight the document, then once highlighted, change the font style.

**MPR Editing Issues – Cover Letter****ISSUE: When you click Create letter, the page becomes grey**

- POSSIBLE WORKAROUND:
  - This happens if the customer uses Internet explorer. Advise to use Mozilla or chrome.

**ISSUE: The header section disappears when downloaded**

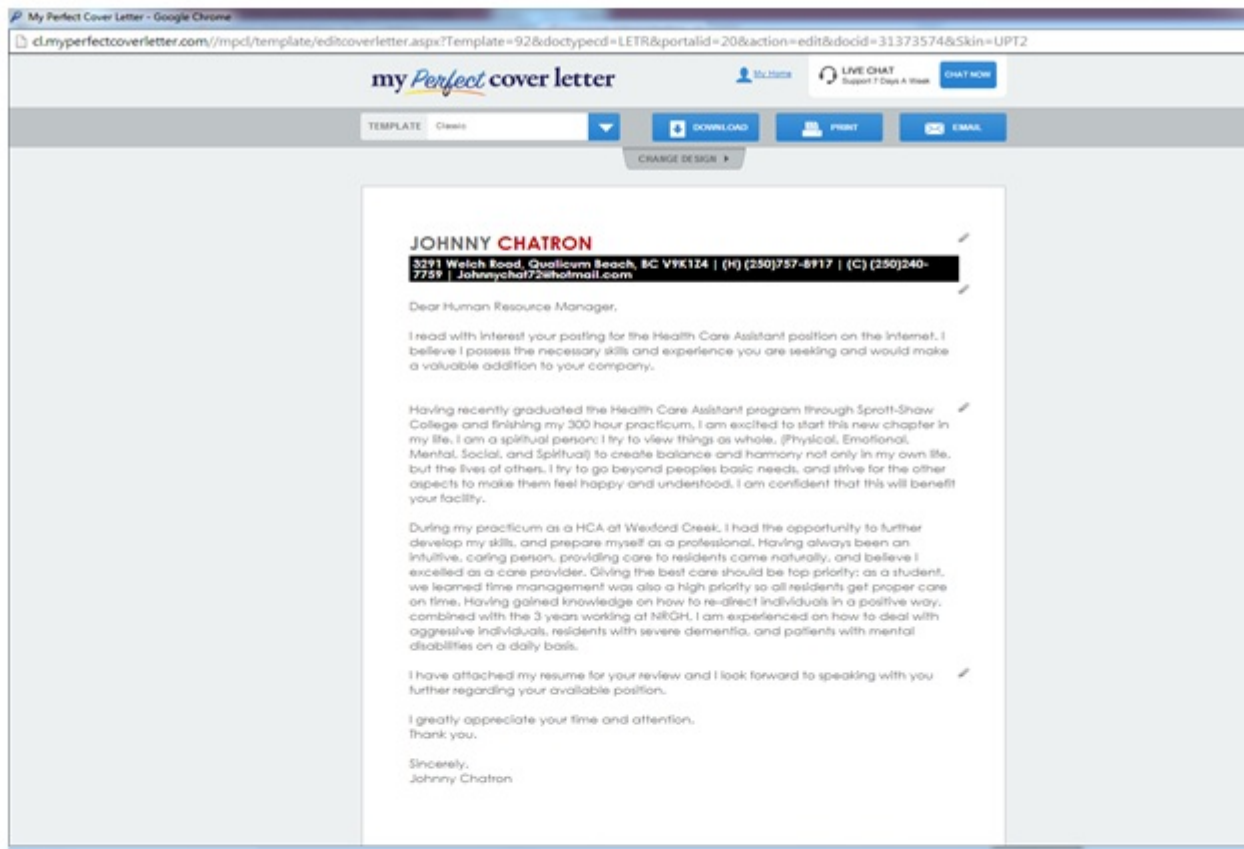
- POSSIBLE WORKAROUND:
  - Duplicate the cover letter or
  - Download the letter, then click create letter, then copy all the information. Basically it's like creating a new one.

**ISSUE: Inconsistent font style/size/color**

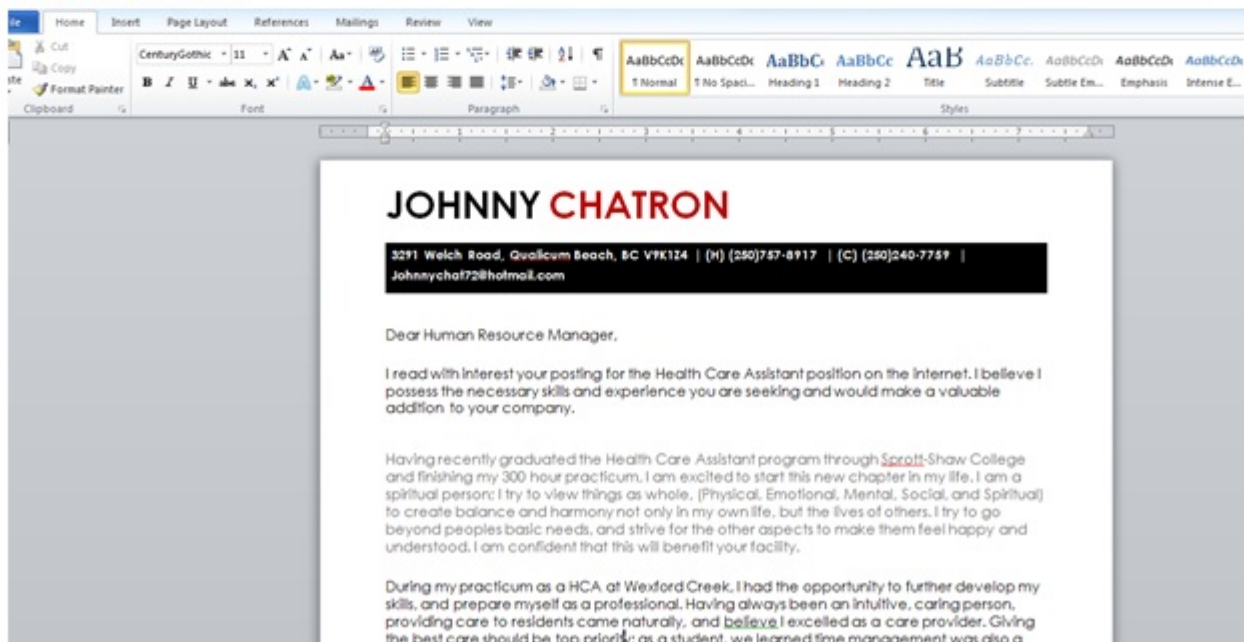
- POSSIBLE WORKAROUND:
  - Click on the paragraph that has a different font size/style/color. On the edit section page, click “Ctrl A” to highlight the paragraph, then click “Ctrl X” to cut the whole paragraph, then click “Ctrl V” to paste again the information or
  - Manually edit the font style/size/color in MS word.

## Inconsistent Font color when downloaded

### Cover letter Preview on the website:



### When downloaded:



**LC UK Editing Issues – CV****ISSUE : Huge gap appears when downloaded**

- POSSIBLE WORKAROUND:
  - Click the print button on the website to see the preview of the resume. Try to delete the section that comes before the huge gap, and then add it back. If the gap is still there when you click print preview again, then delete the section that comes after the gap. Don't forget to add again the section you deleted.



## Huge gap appears when CV is downloaded ( LC UK)

### CV Preview on the website:

**LiveCareer** Save and Return to My CVs

Current CV: Copy of Nicola Thurston CV Autosaved at 7:08 PM (0 minutes ago)

1980 Isle of Wight College — Newport, Isle of Wight, UK  
NNEB: Nursery Nursing

**Work History**

05/2013 - 06/2013 Ryde School — Ryde, IOW  
Invigilator

03/2013 - 04/2013 Ryde School — Ryde, IOW  
Cover SEN Teaching Assistant

09/2012 - 02/2013 Medina House School — Newport, IOW  
HLTA

02/2011 - 07/2012 Ryde School — Ryde, IOW  
SEN Teaching Assistant

04/2010 - 02/2011 Connections — Shanklin, IOW  
Shop Assistant

08/1988 - 11/1990 Midsomerset Newspapers — Wells, Somerset  
Senior Sales Executive

08/1987 - 07/1988 Western Gazette — Yeovil, Somerset  
Advertising Telesales

**Key Skills**

- Motivating students
- Interactive teaching/learning
- CPR/First-aid certified
- Expertise in Dyslexia
- Understands child physical
- Mother of 2 children
- Cheerful
- Dependable
- Friendly
- Excellent communication skills

### Download preview:

Current CV: Copy of Nicola Thurston CV Autosaved at 7:08 PM (0 minutes ago)

**Preview**

<Back Download

**Tips:**

- Keep your CV to 1-2 pages, if possible.
- To adjust spacing, fonts and margins use the formatting tools on the Edit page.

**Designs** → **Formatting**

Top and Bottom Margins:

Side Margins:

**Key Skills**

- Motivating students
- Interactive teaching/learning
- CPR/First-aid certified
- Expertise in Dyslexia
- Understands child physical and language development
- Mother of 2 children
- Cheerful
- Dependable
- Friendly
- Excellent communication skills
- Positive atmosphere promotion

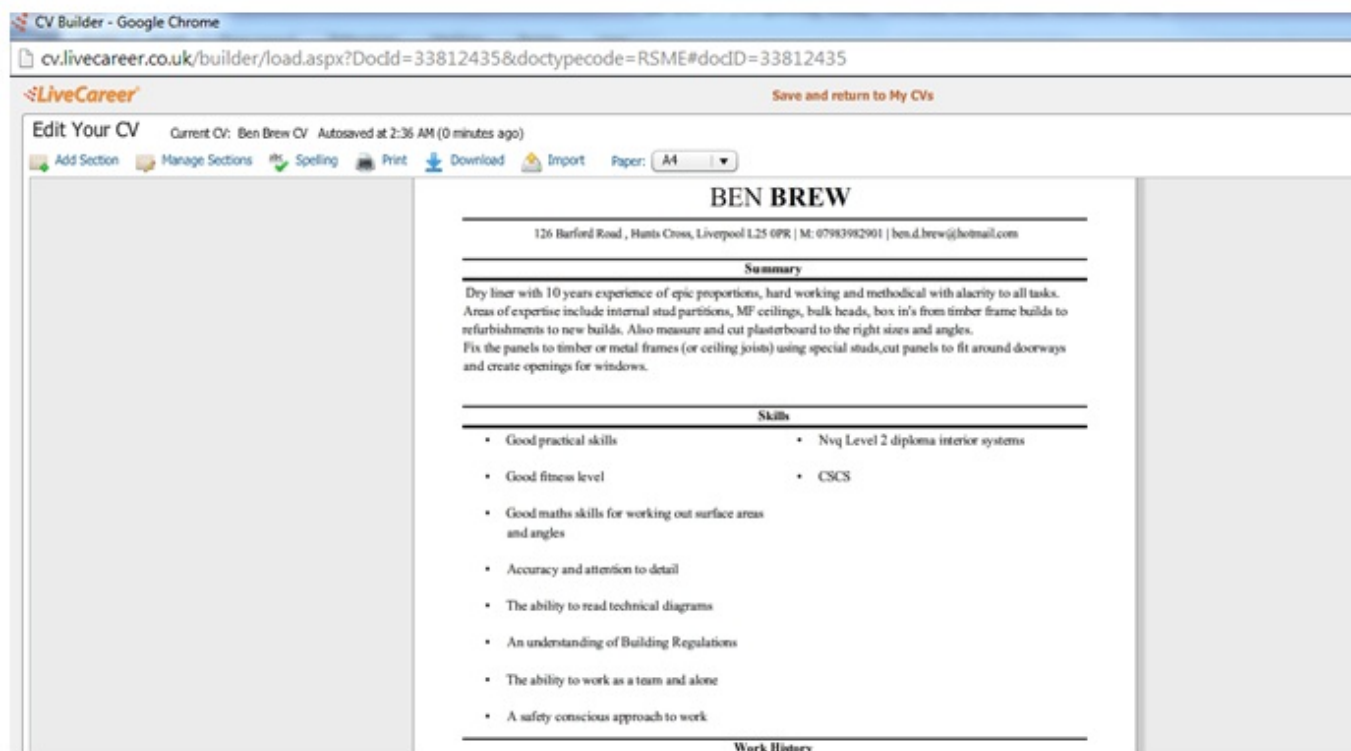
### ISSUE: Extra bullets appear on the downloaded CV



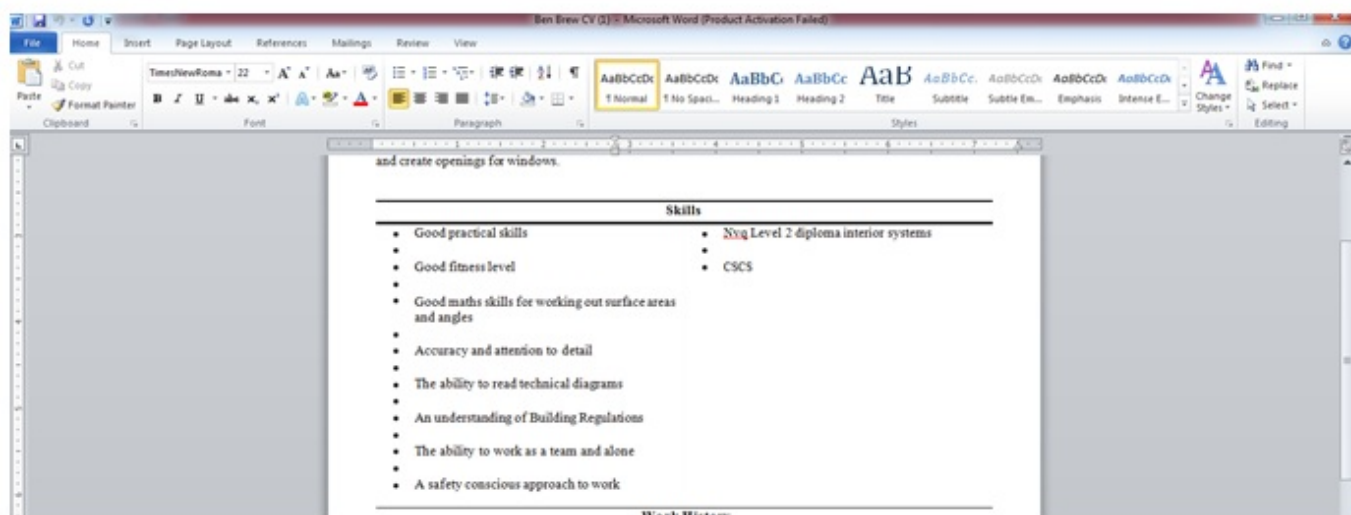
- POSSIBLE WORKAROUND:
  - Go to the edit section, and make sure that the items are single spaced only.

### Extra bullets appear on the downloaded CV

#### Resume Preview on the website:



#### When downloaded:



**ISSUE: By default, the CV builder uses the work history section (no space for job description)**

- POSSIBLE WORKAROUND:
  - Delete the work history section, click add section, then select experience

**ISSUE: Spelling changes when downloaded/some letters disappear**

- POSSIBLE WORKAROUND:
  - Download the CV in word format, then manually change it.

# Scorecard (Scoring Grid – Monitoring Sheet)

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Attendance No absences and lates and overbreaks = **5**

1 absence and/or 2 tardiness and/or overbreaks = **4**

2 absences and/or 3 tardiness and/or overbreaks = **3**

3 absences and/or 5 tardiness and/or overbreaks = **2**

More than 4 absences or 5 tardiness or overbreaks = **1**

2 tardiness/overbreak incidents or 1 5 minute tardiness/overbreak incident – deduction

## Quality Score (Phone, Chat and email)

100% = **5**

96-99%% = **4**

93%-95% = **3**

90%-92% = **2**

<89 = **1**

## AHT (Phone)

221-240 seconds (3:41 -4:20) = **5**

241-270 seconds (4:21-5:00) = **4**

271-300 (5:01-6:00) = **3**

191-220 seconds (3:11-3:40), 301-330 (6:01-6:30) seconds = **2**

<190 (3:10), 330 (6:31)> = **1**

## AHT (Chat)

361-420 seconds (6:01 -6:30) = **5**

331-360 seconds(5:31-6:00),421-450 seconds (6:31-7:00) = **4**

271-330 seconds (4:31-5:30),451-510 (7:01-7:30) = **3**

241-270 seconds (4:01-4:30), 511-540 (7:31-8:30) seconds = **2**

<240 (4:00), 541 (8:31)> = **1**

## Tracker Compliance

100% = **5**

96-99%% = **4**

93%-95% = **3**

90%-92% = **2**

<89 = **1**

## Customer Satisfaction

5 = 5

4.7-4.9 = 4

4.0-4.6 = 3

3.7-3.9 = 2

<3.6% = 1

## CALL MONITORING SHEET

Call Monitoring Form (LiveCareer)					Call Monitoring Form (My Perfect Resume)				
Agent		Evaluated by			Agent		Evaluated by		
Date		Issue			Date		Issue		
Category	Components	Points	Remarks	Score	Category	Components	Points	Remarks	Score
Call Handling Skills	Initial Positive Response	5		5	Call Handling Skills	Initial Positive Response	5		5
	Energy during the call	8		8		Energy during the call	8		8
	Account Validation	2		2		Account Validation	2		2
	Demonstrative Active Listening	9		9		Demonstrative Active Listening	9		9
	Observed proper hold procedure	3		3		Observed proper hold procedure	3		3
Customer Service Skills	Empathy/ Tone of voice/ Professionalism and Call Control	45		45	Customer Service Skills	Empathy/ Tone of voice/ Professionalism and Call Control	45		45
	Offered Like Us on FB/ Resume Posting /Delivered pre-closing & closing	8		8		Offered Cover Letter Builder/Recommend to Family and Friends/ Delivered pre-closing & closing	8		8
Issue Resolution	CS policy & Procedure	20		20	Issue Resolution	CS policy & Procedure	20		20
		100		100			100		100
Auto Fail	Pro-actively offered Supervisor	Yes		No	Auto Fail	Pro-actively offered Supervisor	Yes		No
	Rude to the customer	Yes		No		Rude to the customer	Yes		No

*right click and view image*

## CHAT MONITORING SHEET

Chat Monitoring Form (LiveCareer)					Chat Monitoring Form (My Perfect Resume)				
Agent		Evaluated by			Agent		Evaluated by		
Date		Issue			Date		Issue		
Category	Components	Points	Remarks	Score	Category	Components	Points	Remarks	Score
Chat Handling Skills	Delivered appropriate opening script 5 seconds after taking the chat request	5		5	Chat Handling Skills	Delivered appropriate opening script 5 seconds after taking the chat request	5		5
	Account Validation	6		6		Account Validation	6		6
	Avoided using text speak, smileys or emoticons	10		10		Avoided using text speak, smileys or emoticons	10		10
Customer Service Skills	Empathy/ Tone of voice/ Professionalism and Call Control	33		33	Customer Service Skills	Empathy/ Tone of voice/ Professionalism and Call Control	33		33
	Offered Like Us on FB/ Resume Posting /Delivered pre-closing & closing	8		8		Offered Cover Letter Builder/Recommend to Family and Friends/ Delivered pre-closing & closing	8		8
Issue Resolution	CS policy & Procedure	38		38	Issue Resolution	CS policy & Procedure	38		38
		100		100			100		100
Auto Fail	Rude to the customer	Yes		No	Auto Fail	Rude to the customer	Yes		No

*right click and view image*

## Additional Helpful Info

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### Opening spiel

Thank you for choosing Livecareer/ My Perfect Resume, My name is ( ) , How may I help you today?

### Toll free LC

Our toll free line is 1-888-816-0576; representatives are available Mondays to Fridays, 9am to 9pm; Saturdays at 9am to 6pm and Sundays at 11am to 7pm.

### Toll Free MPR

MPR's hotline is 1-855-213-0348 representatives are available Mondays to Fridays, 9am to 9pm; Saturdays at 9am to 6pm and Sundays at 11am to 7pm.

### Suggested verbiage- auto-renewal policy

"I see that you purchased a 14 day full access subscription for \$——. If it's not cancelled before the end of the 14 days, your subscription auto- renews into our monthly service. It does not appear that your subscription was cancelled and as a result, it auto-renewed into the monthly service. This is why you were charged the monthly subscription for \$——. We stated that on our subscription sales page and the email confirmation we sent upon purchase"

A request for cancellation should be made to avoid further charges (to avoid pro-actively offering cancellation)

*NOTE: subscripition prices varies do check account details thoroughly*

### Authorization Declined Spiel

As a Global company we currently process our payment through an International gateway and this would be considered an International transaction. It is likely as a safety precaution your bank or credit provider is putting a hold on this transaction, because it's coming from unfamiliar location. All you need to do is contact your bank or CC to authorize the payment for Livecareer and the hold will be removed

### International fees explanation

As an international company, LiveCareer processes payments through LiveCareer UK, Ltd. with its offices in London, England.

Some banks charge an international transaction fee, even when the charge is in US dollars.

These fees are charged by your bank and not LiveCareer. Please contact your bank if you have any questions.

**\*Cover Letter Builder\***

You might want to utilize first of our Cover Letter Builder, which makes it easy to customize your letter for every job that you will apply to."

**Recommendation to Family and Friends**

We'd appreciate if you would tell your family or friends about us maybe we could help them land a job the way we have helped you"

**\*Like us on FB \***

"We're glad you are happy with the service we have given you. If you have a Facebook account, please go to our Facebook page [facebook.com/LiveCareer](https://facebook.com/LiveCareer) and click on Like. We'd appreciate it if you will write about your positive experience with us on our page." ([facebook.com/My Perfect Resume](https://facebook.com/MyPerfectResume))

**Thought this is for free**

I apologize for the misunderstanding. Our free account is meant to let users try out our templates, designs and examples before deciding to buy. The free account does allow you to download the resume as a text file, which you can use to submit to job boards, company websites, or any site requiring a text resume. However, if you want to print a resume to bring to an interview or email a professional looking resume in either PDF or Word format, you need a subscription

**RESUME POSTING (LC)**

The reason I asked why you want to cancel your account is because we have a new feature included with your subscription, which is our Resume Posting service, wherein you can post your resume to more than 90 job sites which increases your chances of getting a job. Your resume will be available to a lot of employers and recruiters thus saving you the time and hassle of posting your resume one by one. Our Resume Posting service will also give you a central login to all of the sites, allowing you to view all your applications using just one log-in.

**Rebate Offer (LC Only)**

\$ 3.95 14 days I understand, but before I cancel your account, we have a special discount offer for you. We can take \$20 off of your first month. This means that you will only be charged \$14.95 for another month. That will give you an opportunity to take full advantage of our resume-posting tool for the entire month which increases your chances of landing a job. Is this something you would like to take advantage of?

**with one charge of \$ 34.95**

Since you are already into the month, I can refund you \$20 and keep your account active so you can still access all the premium features including Resume posting tool . Would you like me to process this refund for you?

“Alright, I’ve refunded your account \$20 this will be posted back in 2-3 business days and sent you a confirmation email with this refund. You will still have full access to all of the premium features until the end of the month. On X DATE, the subscription will go back to the regular monthly price of \$34.95. You can cancel your subscription at anytime.”

**FAX # (LC)**

Our fax number is: 1-866-373-1639. Make sure you include your full name, your account ID number and email address you used to create your account.

**Safety of credit card information:**

Credit Card information—While many products and services on our Site are provided free, some require payment from you by credit card. To the extent we collect credit card information, we do not share that information with any third parties except to the extent necessary to complete a transaction. We also do not store complete credit card information (meaning we do not store your entire credit card number) unless you ask us to in connection with a subscription-based product. All credit card information is removed from our systems at your request. We also use a third party payment service to process your credit card transactions and any information you provide through that third party payment service will be subject to its privacy policy. PLEASE NOTE THAT OUR PRIVACY POLICY DOES NOT GOVERN INFORMATION YOU PROVIDE TO THE THIRD PARTY PAYMENT SERVICE.

**RESUME CHECK**

We understand that you’re not driving attention from employers. We have an automated tool that can scans your resume for common resume problems. The Resume-check results will identify the problems along with tips on how to fix them. It is like a Spell Check. If you have an active subscription from Livecareer.com Resume Builder, you can take advantage of this tool, since it can be accessed from there. If not go to [www.Resume-Check.com](http://www.Resume-Check.com).

**Is Data Safe**

LiveCareer uses a secure and encrypted connection from GeoTrust to protect our customer’s information. SSL certificates from GeoTrust® are the ultimate online security and trust solution delivering both 256-bit encryption and the True Site™ trust mark providing third-party website identity validation.

The presence of SSL means you can rest assured that communications (e.g. credit card numbers) between your browser and this site’s web servers are private and secure when the SSL session is activated.

You can click on the GeoTrust icon on the left side of our webpage or see our GeoTrust profile for more information by going to LiveCareer.com and clicking on the GeoTrust logo at the bottom of our page.

**Purchase with e Visa Gift Card**

If you do not have a credit or debit card, you can also purchase a subscription with a registered Visa gift

card. You can find these types of cards at a local grocery store. Your purchase is an international transaction, so long as the card does not say "Valid only in the US" on it, the payment should go through.



# Approved QA Projects

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## Approved QA Projects:

- My Knowledge Builder
- Knowledge Check Online Based
- Online Based Feedback session
- Wheel of Torture
- QA Hot Bay