

# Do's and Don'ts of Calling Stream with Customers



Use this guide to navigate calling Stream Customer Support with a customer and learn what you can and can't say on these calls. That way, you'll create a seamless experience for your customer all while abiding by Stream's policies.

## CUSTOMER SUPPORT CALLS

### *Connect Customers to Personalized Support*

-  Do: Suggest customers visit [mystream.com/support](https://mystream.com/support) for FAQs or contact Customer Support if they have a question you can't answer.
-  Do: Lend your support and answer questions before your customer calls Stream to enroll or renew.
-  Don't: Call Customer Support on behalf of your customer, they must be on the call at all times.
-  Do: Join a three-way call to help your customer connect to a Stream Customer Support Agent if your customer is comfortable or requests for you to do so.
-  Don't: Pressure a customer to let you join a call.
-  Do: Introduce yourself and interact with the Agent, as appropriate with your customer on the call.
-  Don't: Answer account verification questions for your customer, they must answer these questions.

## ENROLLMENT AND RENEWAL CALLS

### *Make Introductions*

-  Do: Say hi! Introduce yourself and your customer. Be sure to share your Associate number (A-number) with the Agent.
-  Do: Feel free to share the plan that you and your customer discussed.
-  Don't: Talk over your customer or leave them out of the conversation.
-  Don't: Interrupt an Agent. Allow the Agent to answer your customer's questions, especially about pricing, plans, their enrollment, renewal or current service.

# Do's and Don'ts of Calling Stream with Customers



## ENROLLMENT AND RENEWAL CALLS

### *Be a Listener*

 **Do:** Listen for the Agent to state that the enrollment or renewal process is beginning and that you cannot speak from that point forward.

 **Don't:** Interrupt the enrollment or renewal process, or the call will be ended without completion.

If a call is ended, the Agent will invite your customer to call back. The Agent will provide the customer with any reference information to pick up where the enrollment or renewal left off once they call back.

## ENROLLMENT AND RENEWAL CALLS

### *Participate When Appropriate*

 **New York & Illinois:** For a seamless experience, have your customer merge you into the three-way call. You cannot be on the Third-Party Verification (TPV) portion of the call, so this will ensure the call does not drop when you hang up prior to the start of the TPV.

 **Do:** Have your customer merge you into the three-way call if you're in a market that requires TPV. This will ensure the call does not drop when you hang up prior to the start of the TPV.

 **Don't:** Participate in a TPV call with a customer. As a Kynect Independent Associate, you cannot join TPV calls.

**For markets that require TPV to enroll a customer, please note:**

- ✓ You must hang up when the verification portion begins.
- ✓ As long as the customer initiated the three-way call, the call will not drop when you disconnect.
- ✓ The agent will then transfer your customer to Stream's TPV partner to complete enrollment.

You and the relationships you foster with your customers are important to Stream. That's why we encourage you to abide by these rules—should you join your customer on calls with Customer Support—to provide a positive customer experience.

For any questions, please contact BIG at [big@wekynect.com](mailto:big@wekynect.com).