

## Article title

### Handling a Non-AT&T Mobility Caller

## Article summary

This article is to help non-AT&T callers who need assistance.

## Article detail

When a non-AT&T Mobility caller contacts Customer Service for assistance, follow these procedures:

## What I need to know

1. Assist the caller using all quality guidelines and available resources.
2. Use this suggested, italicized script to request a contact number from the caller:  
*Mr./Ms. [Customer Name], to ensure I provide the most accurate information, could you provide me with a contact number?*
3. Document the customer interaction after creating the non-AT&T contact.

## Procedures

1. Request a contact number from the caller.
2. For customers who are unable to provide a contact number, use 666.288.2255 in the field.
3. Select Non-AT&T Mobile in the Search Criteria drop-down on the Clarify home screen.
  - a. Enter the contact number in the Non-AT&T Mobile field and Select Search.
4. Continue to assist the caller, document the interaction and result of the call.
5. Select Save, continue to assist the caller, and document the interaction.

## Examples (To Create Non-AT&T Contact)

Scenario	Solution
Chat Only: Ghost Customer (Customer not responsive / unable to verify customer account information)	<ol style="list-style-type: none"><li>1. Track as Non-AT&amp;T Mob Caller using 666.288.2255.</li><li>2. Make notation in Notes: 999.999.9999 along with the Chat ID.</li></ol>
A U-verse TV / Internet / Phone customer who currently does not have an AT&T Mobility account needs assistance with their U-verse TV / Internet / Phone service.	<ol style="list-style-type: none"><li>1. Follow the procedures above for creating a non-AT&amp;T contact and document the interaction in Clarify CM.</li><li>2. If a transfer is needed, select the appropriate Needs, to access a transfer resolution relating to U-verse TV / Internet / Phone Care in Clarify.</li></ol>
A potential customer has a question about our price plans but does not want to provide a contact number or information.	<ol style="list-style-type: none"><li>1. Retrieve the non-AT&amp;T contact number of 666.288.2255 and document the interaction.</li><li>2. Enter the caller information in the Notes field.</li></ol>
A non-AT&T caller with an AT&T iPhone submits an unlock request.	<ol style="list-style-type: none"><li>1. Follow procedures above for creating a non-AT&amp;T contact and document the interaction in Clarify.</li></ol>