

Handset Troubleshooting Web Site

[Retail Partner Sales - T-Mobile Authorized Dealers]

Beginning **December 9**, the Handset Troubleshooting Web site is now available to assist RPS employees with basic handset troubleshooting questions. This Web site should be used when customers are in the store and need help troubleshooting issues with their handsets or devices.

The content on this Web site mirrors the self-help information on My T-Mobile as well as the information that Customer Service uses when helping customers with troubleshooting issues.

Benefits for RPS Employees

- Allows RPS locations to be a one-stop shop for sales and service support, which drives referrals and promotes customer loyalty
- Provides an opportunity to help solve the customer's whole issue without having to call Customer Service and wait in line to speak to representatives
- Helps increase overall customer satisfaction with the store location since post sales support is a direct contributor to customer satisfaction at the location
- Helps reduce buyer's remorse exchanges and returns which saves dealers money
- Provides an additional resource for employees to enhance their knowledge of T-Mobile's products and services

Benefits for Customers

- Thousands of new locations for customers to get help with their handset questions or issues
- Improved customer experience in the store due to RPS employees being able to help customers with their issue without having to call into Customer Service

Screenshot of the Handset Troubleshooting Web Site

Action Steps

- Visit the Handset Troubleshooting Web site at <https://t-mobile.atgnow.com/agent/categoryBrowse.do> and bookmark this site for easy access in the future.

Enter the customer's device make and model in the upper right corner and click on **Apply Filters**.

- Enter a key word, question, or phrase in the **Search for Help Topics** field.
- Walk customers through the solution to their issue.
- Ensure their issue is resolved before they leave the store.

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