

# Gated-Community-Customer-Helpdesk-Process

\*Effective 19 November 2017

## Calling 0800111250

1. Customer dials 0800111250
2. Customer is asked to enter their unique Gated Community PIN code followed by the hash – Pin for The Wilds is **45081**.

Please enter your unique Gated Community code, followed by the hash key.

3. If Customer is successfully authenticated, a welcome message is played for their Gated Community.

Welcome to Telkom's Lifestyle Community Service Desk for **xxxx**

4. The customer will then be presented with a Menu to select their reason for calling:

For Faults and Technical Support, Press 1  
For account and billing enquiries, Press 2  
For sales or value added services, Press 3  
To listen to the options again, Press 8

\* note that the menu may change in future from this point onwards. Please follow the voice prompts presented.

5. After making their selection, the customer is transferred to a Gated Community Consultant.
6. Upon completion of the call with the Consultant, the Consultant will offer the customer an opportunity to be transferred to a Post Call Survey.

- A. If the Customer enters an invalid Code, they will be directed to the 10210 support line where they will be assisted by the Telkom Residential Consultants.

The Code you have entered is not recognized in the Telkom's Lifestyle Gated Community.

Please hold while we transfer you to the Telkom Residential Customer Support Menu.

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## Calling 10210

1. Customer dials 10210 from their Cellphone
2. Three options will be presented to the Customer:

- If you need help with the number you are calling from, press 1
- **If your enquiry is related to a different number and you know the number, press 2**
- If you are unsure of what the number is, press 3

- Customer must select **Option2**

7. Customer is asked to enter their number or the Gated Community PIN Code followed by the hash. *Customer needs to know their Gated Community Code for them to gain access to the Gated Community Service Desk. Pin for The Wilds is 45081.*

Please enter the number for which you require help with **OR the unique Gated Community code**, followed by the hash key.

Upon successful authentication of the Customer, a welcome message is played for their Gated Community.

Welcome to Telkom's Lifestyle Community Service Desk for xxxxxxx

3. The customer will then be presented with a Menu to select their reason for calling:

For Faults and Technical Support, Press 1  
For account and billing enquiries, Press 2  
For sales or value added services, Press 3  
To listen to the options again, Press 8

\* note that the menu may change in future from this point onwards. Please follow the voice prompts presented.

4. After making their selection, Customer is transferred to a Gated Community Consultant.
5. Upon completion of the call with the Consultant, the Consultant will offer the caller an opportunity to be transferred to a Post Call Survey.

- B.** If the Customer enters an invalid Code, they will be asked to enter their 13 digits South African ID (followed by the hash) and then transfer them to the normal customer IVR menu where they will be assisted by the Telkom Residential Consultants.

In order to proceed, please enter your 13 digits South African identity number followed by the hash key.

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