



## Comcast Bulk Center of Excellence

### CENTRAL DIVISION

#### **Step by Step Contact Process:**

- 1. Dial 1-800-2662278 (Comcast) or 1-800-9346489 (Xfinity)**
- 2. Our Automated System is a voice command system by default\***
  - If the phone number is not recognized via the caller id, it will prompt the customer to say an account number or phone number associated to the address you are calling about.
    - i. *Be sure to speak a phone number that is tied to the ACTIVE BULK ACCOUNT you are calling about (if you are not using the actual phone number on your account).*
    - ii. *You also have the option to utilize your Account number if you have it handy.*

*\*Note: The system does track the callers ID and will auto-recognize if the customer is calling from an Active Bulk address and associated phone number.*
- 3. If you have more than one ACTIVE ACCOUNT, we recommend entering the account number associated to your reason of contact.**
  - Note: This is an important step!
  - If you **DO NOT** have your account number, you can listen to the alternate logic the system will ask.
  - This will help determine which of your multiple accounts you are calling about.
    - i. *Be sure to listen carefully to the options before selecting your prompt.*
    - ii. *If we cannot identify or find your Bulk address based on the customers selection, we cannot tell where to route the call.*
  - Selecting the correct address associated to your **Property Name** address, will help confirm correct COE routing.
- 4. Once your account is found, you will be prompted the following question: “In a few words, tell me how I can help you today?”**
  - Note: In this step, you should reply clearly with a few key words. For example: “technical support”, “billing questions” or “add new service”.
- 5. By this step, you are likely prompted a few follow up questions which are designed to get you to the right skilled agent.**
  - For example, for troubles with services, we may ask what product are you experience technical difficulties: TV, Internet or Phone?
- 6. Finally, on almost every call, we ask if you would like to take a survey. If you say “YES”, you will be contacted shortly after your call concludes.**
  - Note: We value all the feedback we can gain!

*Our mission is to provide you with a great experience. We hope these steps will help. We are eager to support your needs. Thank you for being a valued Xfinity Customer!*