



**NPS: Net Promoter Score; a survey response that goes to the client to track how well we are doing**

When our service providers are in a customer's home to perform a Best Buy service, they will always ask the customer how their experience has been thus far with both the client and CRST Home Solutions. When the customer relays a concern, whether with the installation itself or with any other aspect of the customer's experience (sales, time between appointment set-up and installation, etc.), the service provider or CRST Field Manager will advise the Resolution Care team follow up on the concern, either by calling CRST or sending an email to [bbclientsupport@crst.com](mailto:bbclientsupport@crst.com).

As the final touch on the order before the customer receives the NPS survey, there are some general guidelines to follow that can prevent customers from giving negative survey responses. Our de-escalation techniques are often-times the very thing that can save the day – and prevent the customer from giving a negative survey response.

When an issue with an installation is brought to our attention or when working an order with the subject "NPS Intervention Needed."

1. **Always contact the customer.** Merely documenting the information in order history is never enough. We must always call the customer to acknowledge with them that we hear their concerns. Many times the customer's frustration is dramatically increased when they feel like nobody is listening to them, or that nobody is working on their concern.
2. Read the email thoroughly. On a call, ask probing questions to understand what the concern is before calling the customer. This will allow you to strategize a resolution attempt.
3. **Empathize** with the customer concern. An installation of a new product *can and should be an exciting experience for a customer*. Think about how you would feel.
4. Be prepared to offer compensation - speak with a Team Lead or Sup if unsure on how to proceed here.
5. If it is a client-driven concern, we will need to involve the Best Buy field leader unless they have already been contacted.
  - a. A Best Buy Field Contact Sheet is available in the Workflow.
  - b. If the issue has been escalated to the area field leader we will still contact the customer to let them know that someone is researching and working on their issue.
6. Please remember that we have about 24-48 hours from the order being closed to the time that the NPS survey will be sent to the customer from Best Buy. *Wrap up the conversation by making reference to the NPS survey that they will be receiving*. This should sound something like **"Thank you for allowing us the opportunity to resolve the issue that you brought to our service provider's attention. If you have time, please be sure to fill out the customer satisfaction survey that will be sent to your email address on file."**