

Best Buy- Wrong/Damaged/Defective

DIRECTIONS

1. The trainer will give each person a phone number to work on during the role play. Agents will provide the phone number to their partner during the call.
2. When playing the Agent, trainees must perform all verbally interactions with the customer, all order updates in the computer, and notate the call in DOLI.

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Agent:

1. Greeting
2. Verify Customer's Name
3. Ask the servicer how you may help them today.
4. Ask if the servicer is a Mobile App user
5. Check that the order is in **Scheduled – Action Needed** status
6. Get a detailed description of the problem with the product.
7. Ask the servicer if this was discovered at the pickup location or the customer's home.
8. Click on the Make-it-Right button in the Navigation Bar in DOLI.
9. Choose the option for **“Equipment Issue (Wrong, Damaged, Defective or No Product) – Customer Location”**
10. Ask the servicer each of the questions as they appear in the Make-it-Right pop-up screen:
 - a. Were any services completed?
 - b. Were any items left onsite?
 - c. What the old item reinstalled?
 - d. Did the customer want the old appliance reinstalled?
 - i. If the servicer says “yes,” you must put the servicer on hold and call DoD for approval to add the Uninstall SKU.
11. Click on the “Make-it-Right” button in the pop-up window to submit the changes on the order.
12. If the servicer asks for an appearance fee, use the MIR button to submit one.
13. **Remind the servicer to refresh the mobile app and upload a photo of each damaged product and the reinstalled product.**
14. Recap and close the call with the servicer.
15. Notate the order accordingly. Remember to notate which services were completed, the location of each product, whether the original item was reinstalled, and the Breeze Case ID.

Caller:

1. Introduce yourself as the servicer on the job. You are servicer _____.
2. DOLI Job# number is _____.
3. Yes, you are a mobile app user.
4. Explain the product issue to the agent on the phone: There's a large crack on the outside of the unit.

5. Tell the agent the issue was discovered at the customer location.
6. Answer the following questions when prompted by the agent:
 - a. Were any services completed? **Answer No**
 - b. Were any items left onsite? **Answer No**
 - c. What the old item reinstalled? **Answer Yes**
7. Ask for an appearance fee to be submitted on the order since services couldn't be performed today.