

Scheduling

Scenario: Customer calls in to schedule their delivery appointment.

Agent:

1. Greeting
2. Ask for the customer's phone number
3. Search in LMP for the order
4. Ask the caller to confirm the name and delivery address on the order
5. Pull up the Days of Service sheet
6. Go to the tab to the customer's market
7. Search by the customer's zip code
8. Offer the customer the next available day of service
9. In Schedule, click on Edit
10. Chose the Requested By
11. Click on the customer's chosen date
12. Advise the caller that they will receive a call the day before the scheduled date to provide a 4-hour arrival window.
13. Recap
14. Closing
15. Document in Notes

Caller:

1. Customer phone number: _____
2. Customer Name: _____
3. Delivery Address: 24 Letts Circle, Monroe, NY, 10950
4. Tell the agent that you would like to schedule your IKEA delivery appointment.
5. Accept the first date offered to you.