ETA

Scenario: Customer calling in because they were scheduled for 9-1 and would like an updated arrival time.

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. Ask the caller to confirm the customer's delivery address
6. Check arrival time in LMP and provide to customer
7. Place caller on hold
8. Call driver for an updated arrival time
9. Ask the driver for an updated time and provide to customer
10. Provide the customer with the updated ETA.
11. Recap
12. Closing:
13. Document in Notes

Caller:

1. Customer Last Name: _____
2. Delivery Address: 24 Letts Circle Monroe, NY, 10950
3. Tell the agent that would like an updated arrival time. The order was scheduled 9-1 and you haven't heard from the driver yet.