

# Resolution Care - Basic Call Components

## 1. **Greeting/Branding:** (Client Specific Branding)

- Generic: CRST Home Solutions // Electrolux //SVAT //Lowe’s //Forward Air //Home Delivery America //Bosch //Conn’s //SunSetter:

“Thank you for calling CRST Home Solutions. This is [NAME]. May I please have the phone number associated with your order?”

- Best Buy: “Thank you for calling CRST Home Solutions, an authorized Geek Squad Service Provider. This is (name). May I please have the phone number associated with your order?”
- Sam’s Club: Thank you for contacting CRST Home Solutions and for being a Sam’s Club Member. This is (name). Are you calling into set up an order or schedule an existing order?
- American Freight: “Thank you for calling American Freight Installations. This is (name). May I please have the phone number associated with your order?”
- Ipsos: “Thank you for calling ScreenWise Panel. This is (name). May I please have the phone number associated with your order?”
- ASI: “Thank you for calling company.com. This is (name). May I please have the phone number associated with your order?”

## 2. **Verification:**

	Lookup Order With:	Verify
<b>Customer</b>	Customer’s Phone Number	1. Customer’s name
	Alt lookup: Last name and Zip	2. Full, service address (including zip code) 3. Phone number, if not used to lookup order
<b>Servicer</b>	Phone Number or DOLI Order #	Customer’s name
<b>Client /Store</b>	Phone Number or Client Order ID Best Buy: FMS Number Lowe’s: PO Number	Customer’s name

**Do NOT read the information to the caller, they must tell YOU!**

- 3. **Connect with caller** – address caller by “Mr. or Ms.” last name at least once on every call

## 4. **Hold Procedure** –

- Clarify – why you are placing the caller on hold
- Ask – every time you place the caller on hold
- Refresh – every two (2) minutes
- Thank – after ever hold

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## 5. **Recap** –

- Recap the important information on every call
- Any additional action or follow-ups to occur
- Include date and time the customer is scheduled

## 6. **Closing** – Same branding as the Greeting. For example, “Thank you for calling CRST Home Solutions.”

## 7. **Positive Phrasing** – Never say what you can’t do. Only say what you can.

- I don’t know – Let me find out
- Call me back – I will call you back.
- I am busy – How can I help?
- That is not my fault – I am sorry.
- That is not my job – Let me get you over to some one that specializes in this.

## 8. **Empathy/Tone** – Sounding like you understand the client and want to help. Express understanding with voice, words, and actions.

## 9. **Arrival Windows** – (*Found under “Get Dates”*)

\*All arrival windows of **6 hours or more** will receive a 3-hour window the night prior\*

- **Standard 1:** 8-12 (AM); 12-5 (PM); 5-9 (PM)
- **Standard 2:** The customer is given a date servicer calls the customer the night before to provide a 3-hour arrival window.
  - **DOLI will display as 8am-5pm, but NEVER tell the customer this time**
- **PC:** 2-hour arrival windows; 8-10; 10-12; 12-2; 2-4; 4-6
- **Exceptions:**
  - i. **Best Buy HT and CE:** Routing windows of 7 - 1 (AM) or 12 – 8 (PM) **AND** Servicer calls the night prior with 3 – hour arrival window.
  - ii. **Lowe’s:** Standard appliance scheduling, but we **must** know the equipment is available before we schedule the order.

## 10. **Notations** – You must have the 5 W’s in your notations

1. **Who:** Who called in; who you called out to; with whom you spoke
2. **Where:** Where the caller is (customer’s home, pickup location, Store #, Department, A#)
3. **Why:** Why are they calling; why you called
4. **What:** What you did to assist the caller, actions taken, and calls made
5. **When:** When you scheduled, delayed, or the follow-up date promised to the customer