

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. The partner playing the Agent will not pull up the order. **AGENTS SHOULD WORK ON THEIR OWN CUSTOMER PHONE NUMBER!**
3. When playing the Agent, trainees must perform all verbal interactions with the customer, all order updates in the computer, and notate the call in DOLI.

Electrolux – Reschedule Because Equipment Not Available

Customer:

1. Call into CRST Home Solutions. When asked, provide your phone number
2. When asked, verify the address and customer name.
3. Inform the agent that you are returning a message about your order being rescheduled.
4. Agree to be placed on hold.
5. Accept the offered date.

Agent:

1. Use the client appropriate greeting/branding
2. Ask for the phone number and pull up the order
3. Ask the caller to verify the full service-address and name on the order
4. Ask how you can assist the caller.
5. Explain that unfortunately the customer's product had not yet arrived for pickup. We will need to reschedule the order.
6. Review the job notes to see if there is an update about the product.
7. Use the **Eulx_NAL Tracking Sheet** to track the product delivery
8. Click **Book Order** and offer the customer the first available appointment after the delivery date
9. Recap & Close the call
10. Pretend to call the servicer to confirm the scheduled and delivery dates
11. Notate in DOLI.