

# CALL CENTER CUSTOMER RETENTION FLOW CHART

Answer the phone promptly, professionally and state your name clearly.



Write down the customer contact information and determine whether they have a parts request or an issue.



If parts are requested



If there is an issue at hand

Read back the vehicle information based on the supplied VIN number to ensure

Write down the customer's concern/complaint and follow through until it is resolved.



Clearly communicate the cost of the part(s) and give the most accurate ETA

If quoting



Provide the customer the quote number for reference.



Follow up with customer quotes before daily order cutoff.



If Invoicing

Reiterate the ETA as accurately as possible.



Follow up with the customer if the parts don't arrive when promised.



THANK THE CUSTOMER

