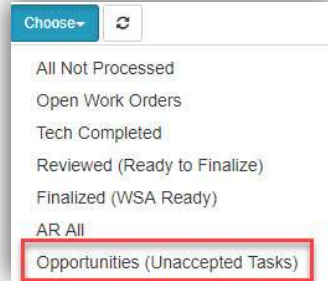


## Opportunity Calls Script

An Opportunity Call is part of the Pro-Active CSR system and a way to increase the number of service calls you close vs. collecting a diagnostic fee by calling those customers that opted to pay the diagnostic fee vs. the repair when the Service Professional was in the home.

These work orders can be found under **Accounting > Invoicing** in SmartWare.

On the Choose drop-down menu select Opportunities (Unaccepted Tasks).



### Be sure to SMILE when the customer answers your call.

Good Morning/Afternoon, Mr./Mrs. \_\_\_\_ (customer name) \_\_\_\_\_. This is \_\_\_\_ (CSR's name)\_\_\_\_\_, Customer Service Representative with Mr. Appliance®, a Neighborly company.

Our service professional, \_\_ (Technician's Name) \_\_, was at your home yesterday. I'm following up to inquire if you have any questions about the quote he/she gave you to repair your \_\_\_\_ (appliance brand & type) \_\_\_\_\_.

If you'd like to move forward with the repair the diagnostic fee you already paid would be applied to the cost of the repair. We could get the needed part ordered and schedule an appointment to complete the repair as soon as \_\_\_\_ (day of week/date)\_\_\_\_\_.

Can I answer any questions for you about the quote?

### Answer any questions customer has about the quote.

#### YES, would like to schedule the repair.

Great! As I mentioned, the diagnostic fee you already paid will be applied to the cost of the repair. The technician quoted \$\_\_\_\_\_, so you would have a balance due of \$\_\_\_\_\_ upon completion of the repair.

#### Schedule the appointment:

Would \_\_\_\_ (day of week/date) \_\_\_\_\_ work for you?

Great! You'll get an email/text the day before your new appointment with a 2-hour window and a picture of the Service Professional coming to your home.

Thank you and Have a Great Day!

OR

#### No, does not wish to schedule the repair.

No problem, if you change your mind in the next 30 days, we'll apply the diagnostic fee to the cost of the repair.

Do you mind telling me how our Service Professional, \_\_\_\_ (Technician's Name) \_\_, did while he/she was in your home?

How did you like the shoe covers and door matt?

Did he/she give you a business card?

Did he/she clean-up the work area before leaving your home?

Mr./Mrs. \_\_\_\_ (customer name) \_\_\_\_\_, Thank you so much for your time. Please give us a call if we can be of any further assistance to you.

Have a Great Day!