FACET RENOVATIONS

Tools & Technology for BDC Reps

We equip you with the best tools to succeed—because when you're set up right, we all benefit from smoother operations and better results. Here's what you'll use, with support always available.

LEAP CRM - https://www.jobprogress.com/app/#/

Our primary tool for managing customer data, leads, and appointments. Log all interactions, update consent, and keep records accurate to ensure seamless handoffs to sales.

Username: bdc@facetrenovations.us (password distributed upon request at initial login).

LinkedPhone- LinkedPhone.com

Shared numbers for inbound calls. Answer promptly, qualify leads, and route non-sales queries efficiently—your first touch sets the tone for customer trust.

Google Voice - https://voice.google.com -

Shared numbers for inbound calls. Answer promptly, qualify leads, and route non-sales queries efficiently—your first touch sets the tone for customer trust. Access at voice.google.com.

Username: bdc@facetrenovations.us (password distributed upon request at initial login).

Discord Server - https://discord.gg/wHRyTUXtDe -

For team communication, updates, and quick questions. Use it to notify about issues or quick quick questions—we're always connected to support each other.

App is available on all platforms and web.

BDC WordTrax Document

Reference for scripting, objections handling, and quick scheduling tips (e.g., encouraging us as first or last appointment). Helps you deliver consistent, effective conversations.

Appointment Checklist

A key resource to gather complete info and make appointments stick. Use it every time to qualify and prepare sales for success.

These tools are here to empower you—we're invested in your ease and effectiveness. Need training or help? Reach out; we're in this together.

A luxurious look. A cut above.