

UKDA Call Structure Guide

1. Positive delivery of your opening script (Use FAQ process to handle objections)(Follow your script structure, not the screen)
2. Ask opening 3 questions (don't worry if income is under, move forward)
 3. Deliver 3 bullet points (not asking debt level yet)
4. Ask what their current debt level is (over £3,000 then continue)

Any questions or information about debt client gives you:

'Let's go through the debts you have together and we can take you through your options'

5. Take each debt with creditor, value and monthly payments:

The screenshot shows a web interface for managing debts. At the top, there are three input fields: 'Creditor' with a dropdown arrow, 'Debt Value' with a currency icon, and 'Monthly Payments' with a currency icon. Below these is a green button labeled 'Add Debt Record'. Underneath is a table with columns: 'Creditor', 'Debt Value', and 'Monthly Payments'. The table contains two rows: 'Very' with a value of 600 and monthly payments of 20, and 'Wonga' with a value of 3000 and monthly payments of 150. Each row has a red 'Remove' button. At the bottom left, it says 'Showing 1 to 2 of 2 entries'. At the bottom right, there are 'Previous', '1', and 'Next' navigation buttons.

Creditor	Debt Value	Monthly Payments	
Very	600	20	<button>Remove</button>
Wonga	3000	150	<button>Remove</button>

6. Each piece of debt should be followed by the 3 stage process; Debt, Problem, Solution

Any questions or information about how we can help them:

'My job is to get the information and then our adviser will take you through your options'

7. If customer's debt is over 6k start thinking about the close

8. Finished taking debt: ***'Is there anything else outstanding we haven't mentioned?'***

9. ***You mentioned your income was over £***, what do you receive?'***

Put your hand up



10. Ask your 3 final questions: Address, DOB and Email:
11. No waffle – transfer straight to company your manager has told you (using script)

The screenshot shows a 'Transfer Call' dialog box. It has a 'Type' dropdown menu set to 'Transfer to Agent'. Below it is an 'Agent' dropdown menu. At the bottom, there are several icons: a speech bubble, a person, a play button, a pause button, and a stop button. A green 'Cancel' button is at the bottom right.