SVL Alert Mobile App - Agent Instructions

Overview for Customer Service Representatives

This guide provides instructions for customer service representatives on how to inform customers about the SVL Alert mobile app and guide them through the setup process.

When to Mention the App

Immediately After Ticket Creation

- **Always offer the app** after successfully creating a ticket
- **Present as a benefit** – faster notifications and better service
- **Keep it simple** – don't overwhelm with technical details
- **Make it optional** – reassure customers they'll still get regular updates

Standard Script for App Introduction

After Ticket Creation:

"Great news! Your case #[TICKET_ID] has been successfully registered in our system. While we begin the recovery process, I'd like to offer you a way to get faster updates about your case.

We have a free mobile app called 'SVL Alert' that will send you instant push notifications - usually 5-10 minutes faster than email or SMS. It's completely optional, but most customers find it very helpful during this stressful time.

Would you like me to walk you through the quick setup process?"

App Setup Instructions for Customers

Step 1: Download Instructions

For iPhone users:

- "Open the App Store on your phone"
- "Search for 'SVL Alert'"
- "Tap 'Get' to download – it's completely free"

For Android users:

- "Open Google Play Store on your phone"
- "Search for 'SVL Alert'"
- "Tap 'Install' to download – it's completely free"

Step 2: Account Setup

1. "Once downloaded, open the SVL Alert app"

2. "You'll see a welcome screen - tap 'Track My Case'"

3. "Enter your ticket number: [TICKET_ID]"

4. "Enter your phone number: [CUSTOMER_PHONE]"

5. "Tap 'Access Case'"

Step 3: Enable Notifications

1. "The app will ask to send you notifications - tap 'Allow'"

2. "Choose your preferred notification frequency:"
   - **Immediate alerts** (recommended) - for urgent updates
   - **Hourly updates** - for regular progress updates
   - **Daily summary** - for less frequent updates

3. "Tap 'Save Settings'"

Step 4: Confirmation

"Perfect! You're all set up. You should receive a welcome notification confirming your case is being tracked. From now on, you'll get instant updates about your vehicle recovery."

What Customers Will Receive

Notification Types:

- **Vehicle Found:** Immediate alert when vehicle is located
- **Location Updates:** New GPS pings from SVL device
- **Recovery Progress:** Updates on recovery operations
- **Case Status:** Changes in investigation status
- **Messages:** Communications from case manager
- **Completion:** When vehicle is ready for pickup

Notification Speed:

- **App notifications:** Instant delivery
- **Email/SMS:** Every 30 minutes (as backup)
- **Critical alerts:** Immediate through all channels

Common Customer Questions & Responses

Q: "Is this app safe and secure?"

A: *"Absolutely. The app uses the same security as online banking. Only you can access your case information using your ticket number and phone verification."*

Q: "Does it cost anything?"

A: *"No, the app is completely free to download and use. There are no hidden fees or charges."*

Q: "What if I don't have a smartphone?"

A: *"No problem at all! You'll still receive email and SMS updates every 30 minutes. The app is just an extra option for faster notifications."*

Q: "Can my family get updates too?"

A: *"Yes! Family members can download the app and use your ticket number to receive updates. Just make sure they use the same phone number you provided."*

Q: "What if I can't find the app?"

A: *"I can send you a direct download link via text message, or you can call our app support at 1-800-SVL-HELP for assistance."*

Q: "Do I have to use this app?"

A: *"Not at all - it's completely optional. You'll continue to receive regular email and SMS updates every 30 minutes whether you use the app or not."*

Troubleshooting Common Issues

Customer Can't Find the App

- Verify they're searching for "SVL Alert" exactly
- Check if they're in the correct app store (App Store vs Google Play)
- Offer to send direct download link via SMS

App Won't Accept Ticket Number

- Verify ticket number is entered correctly
- Check if customer is using the right phone number
- Confirm case was properly created in system

Notifications Not Working

- Check if customer allowed notifications during setup
- Guide them to phone's notification settings
- Verify they selected notification preferences

Customer Has Multiple Cases

- Explain they can track multiple cases with same phone number

- Each case will show separately in the app

- Notifications will be labeled with case number

Family Sharing Setup

When Customer Asks About Family Notifications:

1. *"Family members can also receive updates by downloading the SVL Alert app"*

2. *"They'll use the same ticket number: [TICKET_ID]"*

3. *"They'll need to enter their own phone number for verification"*

4. *"Up to 5 family members can receive updates for each case"*

Family Member Setup:

- Same download process as primary customer

- Use same ticket number

- Each person uses their own phone number

- Each person chooses their own notification preferences

Documentation and Follow-up

What to Send After App Setup:

- **Email confirmation** with app download links

- **SMS with ticket number** and setup reminder

- **Quick reference guide** for app features

- **App support contact** information

Follow-up Actions:

- **Update case notes** with app setup status

- **Flag customer profile** as app user

- **Ensure notifications** are configured properly

- **Test first notification** to confirm setup

Key Reminders for Representatives

Do:

- **Always offer** the app after ticket creation

- **Keep instructions simple** and clear

- **Be patient** with less tech-savvy customers

- **Emphasize it's optional** to reduce pressure

- **Provide support contact** information

Don't:

- **Overwhelm** with technical details

- **Pressure** customers who decline

- **Assume** customers know how to use smartphones

- **Skip** regular update process for app users

- **Forget** to test app setup when possible

Success Metrics

Track These Statistics:

- **App adoption rate:** Percentage of customers who download app

- **Setup completion rate:** Customers who complete full setup

- **Notification engagement:** Customers who respond to app notifications

- **Customer satisfaction:** Ratings from app users vs non-users

- **Support tickets:** App-related support requests

Goals:

- **50% adoption rate** for new customers

- **90% setup completion** for those who download

- **Higher satisfaction scores** for app users

- **Reduced support calls** about case status

Remember: The SVL Alert app is a valuable service enhancement that improves customer experience during a stressful time. Present it as a helpful tool, not a requirement, and always provide excellent support for both app users and non-users.