



# CALL FLOW

## Customer Service

**Intro** Thank you for choosing Greenix! This is \_\_, Who do I have the pleasure of speaking with today?

**Build Rapport** How are you doing today?

**Verify Account** Could I get your address to verify the account on file?

----Thank you so much for that! What can I do for you today?----

**Diagnostic Questions (2 questions)** (suggested questions)

- Have we been meeting your expectations since you signed up with us?
- How has your pest activity been since your last quarterly visit?

### Triple A

**Acknowledge** "Thank you so much for calling in about (state specifically)!"

**Align** "I'm sorry you are experiencing \_\_\_ I understand how frustrating that can be."

**Assure** "I can definitely get this taken care of for you today!"

### Hold

"Do you mind if I put you on a brief hold so I can \_\_\_\_?"

"Thank you so much, I'll be back with you shortly"

### Outro

"Is there anything else I can take care of for you today?" (Offer a review if you haven't)



(CSAT script if needed) After this call you will receive a brief survey through text based on your interaction with me, if you have a few moments, I'd appreciate you filling that out!



I wanted to let you know about an exciting offer from Greenix! For every friend or family member you refer who signs up, we will place a \$100 credit on your account and they receive a \$100 off their initial! I'll send you a quick text with all the details so you can check it out after our call."

(If not) "Thank you for choosing/calling Greenix/hope you have a great day!"

## House keeping Items



### Notes

Leave notes after every call.

1. Proper Note Disposition
2. Make Visible to Tech

#### **Note Template:**

Who Called in  
What they called in for  
What you did  
Any followup?



### Scheduling

- Follow Scheduling Rules
- Schedule reservice Correctly
- Schedule any missed appointments if there are any



### Offer a Review

During the call we should mention **one** of these 3:

- Customer Satisfaction (rating after the call)
- Google Review



### Autopay (Only T2)

Offer if cx isn't on it!

"I looks like you're not on autopay, which means you're eligible to receive a 20\$ credit on your account if you switch today! Would you like me to put you on Autopay today to save time having to call in and make those payments?"



### Secure Pause (only T2)

Use Secure Pause When you collect billing information