Me: “Thank you for contacting Seapine software can I get your company name or your case number?”

*Have two tabs open, one to create a new case, the other to search for the company, or customer’s name in sugar.*

If there are couple different companies, “Have you contacted support before?”

*If not, add them as a contact and attach their name to the company, “I have added your information into our system so you don’t have to worry about waiting for this step the next time you contact support”*

“I see you’re calling about \*\*INSERT PRODUCT NAME\*\*, how may I help you today?

Customer: \*Explains issue\*