## **Wild Pine Plumbing** Service Call Tree Call Arrival Personal Call Calling about a PAST/COMPLETED booking Calling about UPCOMING booking-Collect and log Basic Information in Talkdesk Contact: Name Address Phone Number Email Address It is urgent / customer is upset Customer wants to book another appointment Record Name, callback number, issue and reach out to Brandon with the issue via SMS at any time of the day using customer Map upcoming appointment IN service range NOT in service range Refer to Knowledge Base to capture relevant information and verify we can service. — DOES NOT provide this service-CAN provide service Determine if the service is an - Is your house currently flooding? - Can you shut the water off/do you know where the shutoffs are? - How long has this been going on for? —It is NOT an emergency— It is an emergency (needs service ASAP) Disclose \$400 emergency dispatch fee Availability for \_\_\_