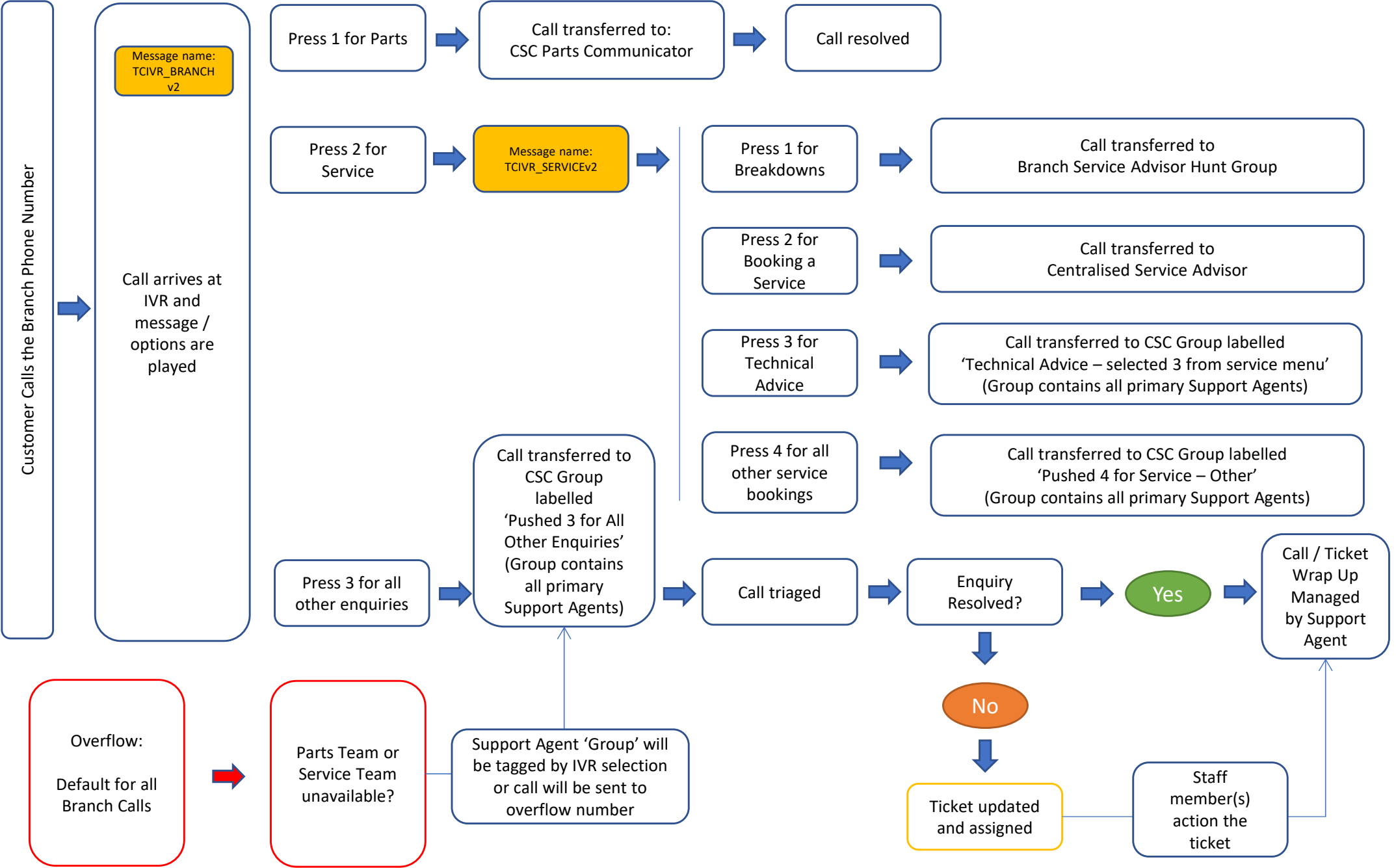
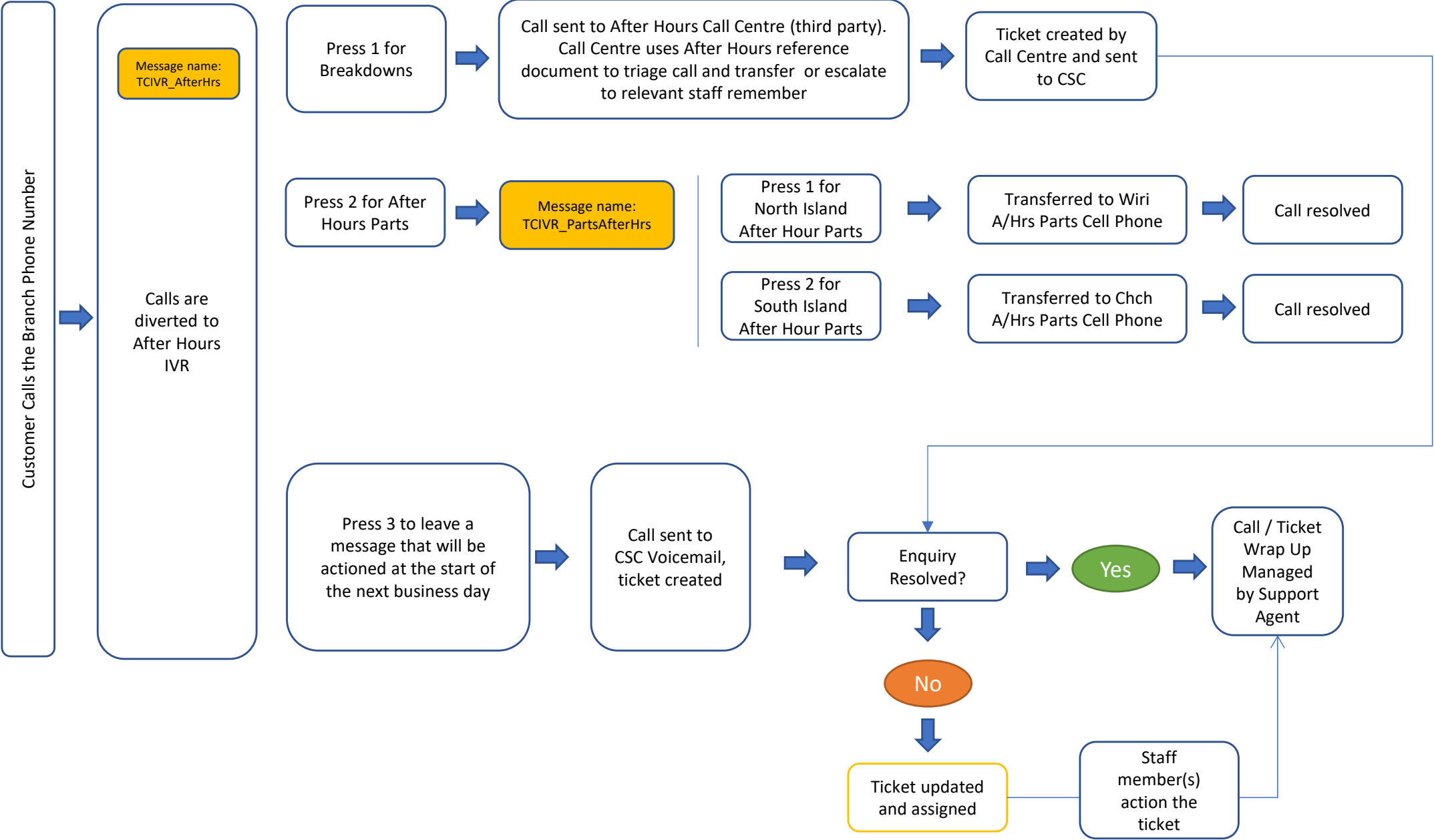


Terra Cat Branch Network: Call Flows for BRANCH NUMBERS
Call Flows, Queue Process, Message Scripts - **During Business Hours (7am – 5pm)**



Terra Cat Branch Network: Call Flows for BRANCH NUMBERS
Call Flows, Queue Process, Message Scripts - After Hours (5pm – 7am)



Terra Cat Branch Network

IVR Messaging - During Business Hours

Message Name	Script	File Format	Last Updated
TCIVR_BRANCHv2	[Welcome to Terra Cat, please note calls may be recorded for quality assurance and training purposes. Press 1 for Parts, 2 for Service or 3 for all other enquiries.]	mp3.	New
TCIVR_SERVICEv2	[Please choose from the following service options. Press 1 for Breakdowns, 2 for booking a service, 3 for Technical Advice or 4 for all other service bookings and enquiries]	mp3.	New

Terra Cat Branch Network

IVR Messaging – After Hours

Message Name	Script	File Format	Last Updated
TCIVR_AfterHrs	[Welcome to Terra Cat, you have reached us outside of our normal business hours. Press 1 to be transferred to our after hours call centre for breakdowns, 2 for Emergency Parts or 3 to leave a message that will be actioned at the start of the next business day]	mp3.	New
TCIVR_PartsAfterHrs	[Please note, additional fees may apply for After Hours Parts orders. Press 1 for North Island Emergency Parts or 2 for South Island Emergency Parts]	mp3.	New

Terra Cat Branch Network
Phone Divert Process by role and device type

For Customer facing staff we need to ensure that there is a robust 'failover' process in the event they are unable to take a Customers call for any reason.

The divert and overflow structure outlined below will ensure that our Customers calls have the best chance of being answered and directed to the correct departments or teams.

Location	Role / Device	When Busy / No Answer / Off	Diverted to
Branch	Service Supervisor - Mobile	Diverts to	Branch Landline - as published on terracat.co.nz
Branch	Service Supervisor - DDI	Diverts to	Branch Landline - as published on terracat.co.nz
Branch	Technicians - Mobile	Diverts to	Branch Landline - as published on terracat.co.nz
Branch	Technicians - DDI	Diverts to	Branch Landline - as published on terracat.co.nz
Branch	Service Advisor - Mobile	Diverts to	Branch Service Hunt Group
Branch	Service Advisor - DDI	Diverts to	Branch Service Hunt Group
Branch	Service Hunt Group	Diverts to	CSC Overflow Number
Centralised	Service Advisor - Mobile	Diverts to	Zendesk DDI
Centralised	Service Advisor - Zendesk	Diverts to	CSC Service Advisors / CSC Support Agents

Terra Cat Branch Network Change and Impact Summary

Customer

Pros:

- Caller can connect to the department/person they need directly without needing the CSC triage
- Reduced call handling or waiting time
- Faster resolution

Cons:

- When pushed to overflow, caller may be disappointed or frustrated that the 'system' didn't get them to where they wanted to go
- When calls that are diverted from mobiles to the Branch Number this may cause frustration or confusion

Branch teams will need to assist with educating the Customer as part of the transition so the Customer understand we are all one team working together

Staff - Key Notes

Branch

- No more 'warm transfers' from CSC, so caller will be on the line when you answer - except for overflow or calls that are directed from the 0800 numbers – these will still be warm transferred by the CSC
- Caller ID's should be preserved through the new call flows – so you will see this on your landline display
- No visibility to what caller has selected in the IVR, so you may need to manage expectations around this – but as the caller is connected with the right person/department relevant to their selection it should still be a good experience for the Customer

CSC:

- Requires shift in approach/call management – rather than being primary for all enquiries, it will be as selected or be a secondary/back stop role for overflowed calls
- Use of the call manager pop-up screen for identifying the caller's IVR selection or overflow route will be crucial with creating a positive caller experience
- There will be reduced visibility to call logs when calls are being routed via the IVR outside of Zendesk.

If a Customer asks you 'Who do I call when I need.....' the best answer to give them is...

'Call the branch, follow the prompts and the team will look after you'