Ohio - Cincinnati Bell - A13

IB Opening

Thank you for calling [State Company] my name is [AGENT NAME], how may I help you?

TSR Note: Wait for customer to confirm.

I can definitely help you with that, as you are aware this call may be recorded for quality assurance purposes.

Before I continue, I need to verify some information.

Who do I have the pleasure of speaking with today?

Would you mind to confirm the service address and the telephone number please?

Are you the one in charge of this service?

Row ID:

Telephone:

Transfer	DNC Request	Call Back	No Sale Close		Continue

Customer Name:
Issue Number:
Resi or Comm:
State:
Utility:
Brand:

Drop Reason:
Utility Acct No.:
Drop Date:
Campaign:
Row ID:
Commodity:

VISTRA ENERGY

Lead Type

Hello [Customer Name]?
TSR Note: Wait for customer to confirm.

Hi Mr./Mrs. [CUSTOMER NAME], this is [AGENT NAME], with Cincinnati Bell Energy, a licensed energy supplier in Ohio, we supplied the electricity for the [Utility] account(s) at [Customer Address] (Verify customer address) I do not work for or represent your utility. Are you the person who handles the DUKE Energy accounts for your location?
TSR Note: Wait for customer response.

For Quality Assurance purposes, this call may be recorded.

| Transfer | DNC Request | Call Back | No Sale Close | | Answering Machine | | Continue |

Customer Name:
Issue Number:
Resi or Comm:
State:
Utility:
Brand:

Drop Reason:
Utility Acct No.:
Drop Date:
Campaign:
Row ID:
Commodity:

VISTRA
ENERGY

Lead Type

The reason I'm calling is because we noticed that you were removed from our program. You were on this program dating back to [Original Promo Year]. **Did you authorize anyone to remove you from that program or are you no longer with Cincinnati Bell?**

Back

Transfer

DNC Request

Call Back

No Sale Close

Continue

OFFER TABLE

Customer Name:	Drop Reason:
Issue Number:	Utility Acct No.:
Resi or Comm:	Drop Date:
State:	Campaign:
Utility:	Row ID:
Brand:	Commodity:

VISTRA ENERGY

Lead Type

Select a product

○ Gas   ○ Electricity

Offer Table

Back

Transfer	DNC Request	Call Back	No Sale Close		Continue

RAPORT AND OFFER – OHIO CINCINATTI

Customer Name:
Issue Number:
Resi or Comm:
State:
Utility:
Brand:

Drop Reason:
Utility Acct No.:
Drop Date:
Campaign:
Row ID:
Commodity:

VISTRA ENERGY

Lead Type

I can definitely help you by fixing your account and placing you back with our program.

When you enroll with Cincinnati Bell Energy, you'll get the peace of mind knowing your electric and gas rate will be a *12-month fixed rate that is 5% less than Duke's current published Price to Compare ("PTC") supply rate found at the Public Utilities Commission of Ohio's Apples to Apples Comparison Chart.* There are no gimmicks or hidden fees you need to worry about.

PLUS, you can feel good knowing that this offer is exclusive to Cincinnati Bell customers.
Can I get you enrolled today?

Back

Transfer

DNC Request

Call Back

No Sale Close

Continue

SALES DETAIL – OHIO CINCINATTI

Customer Name:	Drop Reason:
Issue Number:	Utility Acct No.:
Resi or Comm:	Drop Date:
State:	Campaign:
Utility:	Row ID:
Brand:	Commodity:

VISTRA ENERGY

Lead Type

As you know, since you're a resident of Ohio, you have the legal right to choose your energy supplier, which means you have the control over the price you pay for your energy supply. This is what we call "Energy Choice".

Back

Transfer

DNC Request

Call Back

No Sale Close

Continue

Customer Name:
Issue Number:
Resi or Comm:
State:
Utility:
Brand:

Drop Reason:
Utility Acct No.:
Drop Date:
Campaign:
Row ID:
Commodity:

VISTRA ENERGY

Lead Type

[DUKE Energy] will still be your utility company. They will still deliver your energy, read the meter, provide your emergency customer service and bill you – just like they always have. Lastly, there are no early termination fees associated with this product, so if the account needs to be cancelled, Cincinnati Bell Energy won't charge an early termination fee.

 PCMS Enrollment Processing:

You are the person authorized to enroll your account(s) with Cincinnati Bell Energy, correct? (Must get a Yes)

Back

Transfer

DNC Request

Call Back

No Sale Close

Continue

Additional Sale

Other than this account, do you have any other natural gas accounts at this or any other location?

Additional Zip Code

Yes

No

Back

Additional Sale Confirmation - Ohio Cincinatti

Customer Name:
Issue Number:
Resi or Comm:
State:
Utility:
Brand:

Drop Reason:
Utility Acct No.:
Drop Date:
Campaign:
Row ID:
Commodity:

VISTRA ENERGY

Lead Type

Please provide your full name (how it appears on your bill) and email address

Great, now I need to confirm your intent to enroll and that you understand Cincinnati Bell Energy is not your current energy supplier and you always have the right to remain with [DUKE Energy] or select any other alternative energy supplier? May I please have a clear yes or no?

Is your account tax exempt? (If YES) Please fax a copy of your tax-exempt certificate to taxexemptions@criusenergy.com

| Yes | No |

Back

Info Shared- Ohio Cincinatti

VISTRA ENERGY

Lead Type

Do you have a pen handy? Please write this on your bill: Todays date and time is <Current Date>/<Current Time>. My name [Agent Name] is (Give your first and last name) and you can reach me, toll free, at [CID Number] if you have any questions. Also write down our website, https://www.cincinnatibell.com/shop-cincinnati-bell/energy and visit it to learn more about our company and the energy efficient products we offer online.

Lastly, write down Cincinnati Bell Energy. We will be supplying all the energy for your account(s). Just remember that with this program; you understand that you're enrolling with Cincinnati Bell Energy, a licensed supplier in the State of Ohio, to receive our rates, OK?

Back

Transfer

DNC Request

Call Back

Continue

VERIFICATION – OHIO CININATTI

Customer Name:	Drop Reason:	Monthly Reward Value:
Issue Number:	Utility Acct No.:	Total Reward Value Earned:
Resi or Comm:	Drop Date:	
State:	Campaign:	**VISTRA**
Utility:	Row ID:	**ENERGY**
Brand:	Commodity:	*Lead Type*

I will be transferring you to a verifier who will ask you a series of questions to complete your enrollment into this program. Please answer all questions with a clear YES or NO answer. The verifier will not be able to answer any questions during the verification process. Please ask any questions now or hold on until the end and I will be on the line to answer you at that time. Otherwise, we will have to start the verification over. Do you have any questions before I transfer you?

Great, please hold while I connect you.

Live Op	IVR Allowed	Spa Available	Agent Stay On the Line	Special Requirements
Y	Y	N	Y	Customer must state their entire service address.

Please enter the price

Consult CBE OH	Consoult	TPV

| Back | | Release |

CALLBACK

Customer Name:
Issue Number:
Resi or Comm:
State:
Utility:
Brand:

Drop Reason:
Utility Acct No.:
Drop Date:
Campaign:
Row ID:
Commodity:

Monthly Reward Value:
Total Reward Value Earned:

VISTRA
ENERGY

Lead Type

Thank you for your time today. Please call us at [CID by state] if you have any questions about this call or other services available in your area.

Schedule Call Back

Show   < 00:00 >

Notes

Back

Release

DNC

Customer Name:	Drop Reason:	Monthly Reward Value:
Issue Number:	Utility Acct No.:	Total Reward Value Earned:
Resi or Comm:	Drop Date:	
State:	Campaign:	
Utility:	Row ID:	
Brand:	Commodity:	

VISTRA ENERGY

Lead Type

I will add your number to the do not call list. It may take up to 30 days to remove your number from any other calling list. Thank you.

Back

Release

NO SALE CLOSE

Customer Name:	Drop Reason:	Monthly Reward Value:
Issue Number:	Utility Acct No.:	Total Reward Value Earned:
Resi or Comm:	Drop Date:	
State:	Campaign:	**VISTRA**
Utility:	Row ID:	**ENERGY**
Brand:	Commodity:	*Lead Type*

Thank you for your time today. Please call us at [CID by state] with any questions about this call or other [Utility] services available in your area.

NCR Table

Back		Release

TRANSFER

Customer Name:	Drop Reason:	Monthly Reward Value:
Issue Number:	Utility Acct No.:	Total Reward Value Earned:
Resi or Comm:	Drop Date:	
State:	Campaign:	**VISTRA**
Utility:	Row ID:	**ENERGY**
Brand:	Commodity:	*Lead Type*

Thank you for your time today. Please call us at [CID by state] with any questions about this call or other [Utility] services available in your area.

○   Warm transfer   ○   Cold transfer

Transfer to customer Care High Priority WG

Transfer to customer Care CSR - Spanish WG

Tranfer to Customer Care Commercial Care WG

Transfer to Office of the President

Back		Release

Answering Machine

Customer Name:	Drop Reason:	Monthly Reward Value:
Issue Number:	Utility Acct No.:	Total Reward Value Earned:
Resi or Comm:	Drop Date:	
State:	Campaign:	
Utility:	Row ID:	
Brand:	Commodity:	

VISTRA ENERGY

Lead Type

General Acquisition Voicemail Script

"Good morning/afternoon, this is [Agent name], calling with from Cincinnati Bell Energy . I'm calling because you recently signed up for Cincinnati Bell services and I wanted to make you aware of our exclusive offer for your gas and electricity services for your [Utility] [State Service] account. Thank you, and I look forward to assisting you."

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Release

Comments

03-06-2020 the consult numbers in the transfer slide have been updated as Ernesto request.
03-10-2020 Ernesto asked to create a new button in the transfer slide.

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Release