

FINAL 15 MINS.

- DEMONSTRATE ALL THE PRODUCTS INSTALLED, INSTRUCT CUSTOMER ON HOW TO USE AND LET THE CUSTOMER TRY THE SERVICE AS A VERIFICATION. IE: ON DEMAND, NETFLIX, CHECK INTERNET, PHONE CALLS, ETC.
- ENSURE ALL WIRELESS DEVICES ARE FUNCTIONING IE: SMART TVS, FIRE STICKS, ROKU, TABLETS, LAPTOPS AND OTHER DEVICES.
- TALK TO THE CUSTOMER ABOUT THE MY ACCT APP AND ALL FEATURES OFFERED
 1. SHOW THEM THE OPTIONS ON THE MY ACCT APP FOR BILLING, UPGRADING/DOWNGRADING SERVICES, PASSWORDS, OUTAGE ALERTS, SELF HELP OPTIONS, BOX RESETS AND CHANNEL LINE UPS
 2. GO OVER THE PACKAGE AGAIN FROM WHEN YOU STARTED THE JOB
- RUN SPEED TEST TO VERIFY SERVICE IS WORKING CORRECTLY
- DEMONSTRATE AND LET CUSTOMER USE ALARM SERVICES IF INSTALLED
- MAKE INBOUND AND OUTBOUND TEST CALLS ON PHONE SERVICE IF INSTALLED VERIFYING CORRECT NUMBERS.
- EDUCATE CUSTOMER ON DROP BURY IF NEEDED AND TIMELINE FOR BURY 4 TO 10 BUSINESS DAYS TO BURY AND THEY WILL RECEIVE A TEXT MESSAGE BEFORE TECH ARRIVAL TO BURY THE DROP.
- IF AN RTM IS KEYED, EDUCATE CUSTOMER ON POSSIBLE SERVICE INTERRUPTION WITHIN NEXT 48 HRS AND SHOW CUSTOMER ABOUT OUTAGE INFO ON MY ACCT APP.
- EXPLAIN POST CALL AND CUSTOMER FEEDBACK OPTIONS THAT MAY HAPPEN.
- MAKE SURE ALL SERVICES ARE WORKING BEFORE YOU EXIT THE CUSTOMERS HOME, VERIFY ALL DEVICES.
- ASK THE CUSTOMER IF THERE IS ANYTHING ELSE THAT IS NEEDED DONE WITH THIS INSTALL OR SERVICE CALL THAT MAY NEED A CALL IN TO RESOLVE. IF THERE IS GET IT RESOLVED AND INVOLVE LEADERSHIP AT THAT TIME.
- **TOTAL ENGAGEMENT WITH CUSTOMER EDUCATION OF THE PRODUCTS AND SERVICES ON EACH CONTACT IS THE KEY TO OVERALL SUCCESS FOR EVERY CALL TO GET 48HR CONTACT RATE IN LINE!!!!**