

1 UCS 2 Call 3 Flow 4

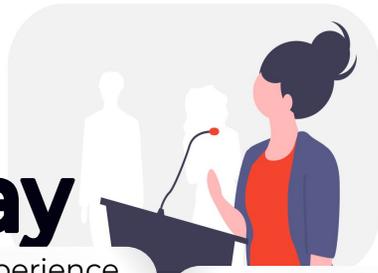
Do



Think



Say



1 Introduction

- Greeting
- Filter Question/Direct Online
- Collect, categorize, and begin notating CARES information

2 Salesforce

- Locate Warranty/Contact
- Verify Contact Information
- Review History
- Use SF Action Links

3 Claims and Tickets

- Work in FACA and Category Picker
- Create needed tickets
- Deliver resolutions and set expectations

4 Log-a-Call

- Disconnect or transfer the Customer
- Log the call with complete CARES notes
- Reverse steps 1 & 2 if Cold XFer within ST

What does this Customer need?
How does this fit my CARES notes?

How can I help them?

Should I transfer them to another queue?
What's already done?

Are all the forms completed accurately?
Deliver. With. Confidence.

Is this a cold transfer within Squaretrade?
What's the right location to log this call?
Complete CARES notes

That experience sounds really frustrating! I'll help you with this.

We'll figure out what the next steps are and I'll help as much as I can.

First, I'll need to find your warranty...

Is this the best phone number?

The next step is going to be...

This process means I'll have to ask a few details...

Great news! Your claim is approved! The next step(s)...

Is there anything else I can help you with today?

Thanks for calling [...] !