

	English		
Prepare	Hello and thank you for calling. My name is [Agent's Name] on a recorded line, and I am your home services advisor. How can I assist you today?"		
Rapport and qualify	Rapport	"I will be more than happy to help you. May I please know your name?"	
	Questions about commissions	Reach out to a supervisor on the floor and request to get escalation form completed. Inform the retailer they will receive a callback within 30 minutes	
	Portal issues		
	Talk to my account manager		
	Interested in joining affiliate/retail program	"We'll be more than happy to have you onboard! Please take note of our support team, that can guide you through the process. +1 323-775-9671"	
	Spectrum/Optimum/AT&T sales support	Reference number needed	Inquire about the placement and saving of the order in the portal. If the order is confirmed to be in the system, the agent is responsible for promptly contacting sales support to process the order while keeping the partner on hold.
		Initiate a process without saving the order	This action is allowable only once per customer. The agent must communicate this policy to the partner during the call. -"We can sure help you, but we will need to complete the order on our end." If retail declines, offer to create a ticket via supervisor, to get contacted by account manager.
		Modify an order, particularly concerning installation dates	Gather information on the date and time the order was initially processed by our partner. Subsequently, the agent is required to contact sales support and facilitate the requested changes.
		Partner is calling to alter the delivery method (switching between pick-up and delivery or vice versa),	The agent should first determine if the order was placed within the past hour: 1. If the order was placed within the hour, the agent should assist the partner by promptly calling sales support to fulfill the request. 2. If the order wasn't placed within the hour, the partner should be directed to contact customer service to complete the request.
		Partner is calling to establish or add a specific address or unit	The agent is tasked with reaching out to the serviceability department to fulfill the request. It is crucial to note that certain information is required for this process. 1. Partner sales ID 2. Address 3. Customer name and phone number 4. Look on Melissa Data for the nearest cross street and a description of the house. 5. Take note of the location ID
Acquire new services	Proceed with normal sales process		
Open ended questions	Customer information: If the order is not documented correctly, it will need to be void and you will lose the sale.	Confirm customer first and last name Validate customer phone number, email, and check full address to ensure is properly documented in system If required SSN	

		If required DOB
	Plan and provider	<p>Confirm the provider the customer is looking for. Offer alternatives in case the provider is not available</p> <p>Validate the plan meets customer needs by asking additional questions to the retailer</p> <p>Upselling questions: Speed of internet, cable packages, mobile services: What is the current wireless plan? What type of phone does the customer have?</p> <p>If retailer confirms customer is only looking for a specific service, move forward with the order</p>
	Retailer information	<p>Confirm business name</p> <p>Confirm owner's name</p> <p>Confirm the email that will be used to process the order: This is not to include in the order per se but, to act as the retailer in the bundle portal</p> <p>Confirm sales ID of the retailer</p>
	Home Security	"Did you offer Home Security systems to our customer?"
Solve	Present the type of plan customer might need to resolve the needs presented during the probing questions.	<p>"I am confirming all the information in the system to process the order."</p> <p>"Based on your comments, I would strongly suggest a plan including ... This way the customer can save more money and you can receive more commission"</p>
Personalize pitch	Present branding (name of provider) actual plan and tie features to benefits and present additional products available for customer. Handling objections using information gathered from the Open-ended questions phase	<p>If SPC: Based on what you told me (tiebacks), I have 2 great deals for our customer today. The first includes HSI, TV, and HOME PHONE. Normally this costs \$X.xx, but I was able to get you a great discount and It will only cost you \$xxx.xx. Also, I will include a free mobile line for 12 months.</p> <p>Or the second option is the same HSI and TV, with the free mobile line, without the home phone, for only \$x.xx.</p> <p>Which one do you prefer?</p> <p>If ATT (CPNI)/Optimum: Based on what you told me (tiebacks), I have 2 great deals for our customer today. The first includes HSI, TV, and HOME PHONE. Normally this costs \$X.xx, but I was able to get you a great discount and It will only cost you \$xxx.xx. Also I will give you you xx lines for just \$xx.</p> <p>Or the second option is the same HSI and TV without the home phone for only \$x.xx.</p> <p>Which one do you prefer?</p> <p>If Earthlink ViaSat: Based on what you told me (tiebacks) and as our customer has satellite coverage, I have a great internet deal for our customer today. Normally this costs \$X.xx, but I was able to get you a great discount and It will only cost you \$xxx.xx.</p> <p>ASSUME: I'm booking the installation appointment, will morning or afternoon work best?</p> <p>Plant the seed for Security Systems: "We have a great deal available for our customers with Vivint. Let's set the appointment and I will give you more details"</p>
	Troubleshooting coverage	<p>Spectrum: Always call Serviceability to confirm geo location. Dial 8446105092 and provide quickly customer full address.</p> <p>Optimum: Contact support team to validate coverage. Dial 8338702039 and provide quickly customer full address.</p> <p>Frontier: Contact order entry assistance to validate coverage. Dial 8445914880 and provide quickly customer full address</p> <p>Spectrum business:</p> <p>Unable to complete order due to prepayment: "At this time we are unable to process the order under your name on this location. Is there anyone else at home that can help us?"</p>
	Spectrum business issues	<p>Effective Immediately SMB Retail Sales – Steps To Follow When Call Sales Activation</p> <p>If an order does not automate in the Buy flow, or calling directly to Sales Activation:</p> <ol style="list-style-type: none"> 1. Call 1 833 809 4002 (Primary SMB SAO). 2. Must identify as "SMB Retail" up front. 3. Provide Sales ID (SAID#)* 67423 4. Provide Sub-Agent ID* (Buy flow username). 5. Sales Activation agent will then be able to support, process, and complete the order. <p>· Sales ID and Sub-Agent ID are very important to provide to Sales Activation, so the Retailer and the Sales Agent placing the order can get credit for the sale.</p>

Educate and assume	Provide customer information about the plan purchased, billing information, features/equipment included shipping expectations as well as installation if available with dates and next steps	<p>This plan includes (features and additional services)</p> <p>The equipment you will receive ()</p> <p>Installation details: Self installed or professional installation options</p> <p>Installation and shipping dates: Equipment will be delivered on () and/or installer can be in your address by ()</p> <p>Fees and promotions: Your plan has a total cost of (). In the case of a promo: "The promotional price will be available for X months and your contract will be for (). After x time, you will be charged with x price.</p>	
Close the sale	Recap the call and plant the seed for security	Process payment following CPNI guidelines, schedule as needed in system, and include any discount codes/gift cards as applicable.	
Terms and conditions	Follow guidelines as per provider's requirements to cover mandatory scripting and/or legal information	AT&T	Viasat
		DirecTV	Earthlink
		Frontier	Xfinity
		Optimum	Spectrum
		Fidium	Wow
		Spectrum	Alder
Security Transfer	Warm transfer to security.	<p>Pitch: I'm glad that I was able to assist today.</p> <p>Our customers have available a \$120 discount for a complete security service with our ally Vivint. We can connect our customer with one of our experts to have them enjoy the discount and get a great deal.</p>	
		<p>Step 1: Connect with agent of Security Team:</p> <p>"Hello, my name is ..., and I have Mr/Mrs XX on the line. We have completed the acquisition of (provider name and product). Mr./Mrs XX is (Homeowner/Renter). He currently (has/does not have) a monitoring system. He lives in (apartment/house/other)"</p>	<p>Step 2: Recap and connect the call</p> <p>"Mr/Mrs XX, I am glad we were able to complete our process, keep in mind your installation/delivery/activation will happen on XXX. I have (Name of the agent of security team) who is our security expert, who will be able to give you more details about current offers and promotions available for you. Thank you very much for choosing us and please have an excellent rest of your day"</p>