

Auto Defender - Jr. Agent Quick Start Guide

Print this sheet out and keep it on your desk for access to basic info about the job!

Hours:

Monday – Thursday

9:40 AM EST - Morning Roll Call

10:00 AM – 2:00 PM EST – *LIVE CALLS*

2:00 PM – 3:00 PM EST – *LUNCH*

3:00 PM – 7:00 PM EST – *LIVE CALLS*

Friday

9:40 AM EST - Morning Roll Call

10:00 AM – 3:00 PM EST – *LIVE CALLS*

Xencall Login:

<https://adefender.xencall.com>

Slack Login:

<http://roinetworktank.slack.com>

Weekly Goals:

Hours: **36 Hours +**

Ready Status % on Xencall: **85% +**

Ready Time (hours): **30.6 Hours +**

Average Wrap-Up Time: **5.00 sec or less**

Total Calls Logged: **2000 +**

Transfer Rate: **3% +**

Transfers: **50 +**

Sales: **8+**

Key Performance Metrics:

SKILL BASED METRICS:

Transfer Rate:

- Turning **NO's** into a **YES**

EFFICIENCY BASED METRICS:

MORE CALLS = MORE MONEY

Average Wrap-Up Time:

- Log over 400 calls per day

LEAD QUALIFICATIONS:

- 2009 or newer model year vehicles
- Less than 150,000 miles on the odometer
- No major pre-existing conditions (blown motor/transmission)

HOW TO TRANSFER YOUR CUSTOMER TO A SR. AGENT

1. Press **START TRANSFER** button on the dialpad **ONLY ONCE**
2. (after phone starts ringing) - Ok you're still with me right
(Profile.First Name)?
3. When the Sr. Agent answers, you must introduce yourself by saying
"Hi, (sr agent name), this is (User.First Name) (User.Last Name), and I have (Profile.First Name) on the line with us. Do you have the approval on their (Profile.Year) (Profile.Make) (Profile.Model)?"
4. When the Sr. Agent confirms the information and says they are ready to be connected to the customer, say ***"OK, great! (Profile.First Name), it's been a pleasure speaking with you today! (sr agent name) will take care of you from here. Have a blessed day!"***
5. DOUBLE -CLICK the **Transfer Complete** call result button to complete the transfer process and move on to your next call

If the customer hangs up before completing the handoff to a Sr. Agent, please DOUBLE CLICK the call result **Dropped Xfer** and management will distribute that lead to a Sr. Agent to call back right away