

JR AGENT SCRIPT

FILL OUT ALL INFORMATION COLLECTED TO THE RIGHT UNDER **LEAD DETAILS IN XENCALL BEFORE TRANSFERRING TO SR AGENT**

Hi **(Profile.First Name)**??

This is **(User.First Name)** calling. Just reaching out to you about the warranty expiring on your **(Profile.Year) (Profile.Make) (Profile.Model)**. Your vehicle has been flagged for renewal, which is good news! We just have a few questions to make sure that your vehicle is still qualified...

Do you have any mechanicals problems with your vehicle right now that you're aware of?

- Check engine lights on, leaking fluids under the vehicle, or anything of that nature?

(Update info in Lead Details – Pre-Existing?)

Engine light, fluids leaking, other issues still qualify, please note (Vehicle NOT RUNNING = DNQ)

Are you the primary driver of the vehicle?

And for verification purposes, can you please state the year, make and model of the vehicle yourself?

- We do this to make sure we are both talking about the same vehicle. So I have a **(Profile.Year) (Profile.Make)**, can you atleast state the model of your vehicle for me please?

(Update info in Lead Details – Year, Make, and Model)

2009 or newer model year qualifies (2008 or older = DNQ)

(Profile.Year)
(Profile.Make)
(Profile.Model)

**About how many miles do you have on your vehicle rite now?
Just a ballpark number. It doesn't need to be exact...**

WAIT FOR REPLY - IF NOT SURE:

- Ok, well is it less than 150,000 miles? Is it 50k, 100k, again just give me the best estimate you can.

[\(Update info in Lead Details – Mileage\)](#)

**Must have less than 150,000 miles on the odometer to qualify
(over 150,000 miles = DNQ)**

OK and what do you use your vehicle for?

- Getting to work, local driving, taking trips. What do you use it for?

[\(Update info in Lead Details – Use for vehicle?\)](#)

OK, so moving forward would you say you'll drive less than 10k miles per year, or more than 10k miles per year, moving forward?

- More than 10K? Ok, do you think it's, 12k, 15k, 20k per year?

[\(Update info in Lead Details – Miles per year?\)](#)

And I assume that you keep up with all the maintenance on the vehicle, like getting your oil changed is that correct?

Okay good, because there's a much higher chance of you having a breakdown if you don't and that's why we ask you that question!

With that in mind if the vehicle was in the shop RIGHT NOW, and they handed you a **\$3500** repair bill that had to be paid TODAY... Would that be tough on you and create a hardship for you Sir/Ma'am?

- **IF YES:** It would for me too! I work paycheck to paycheck here and that's why it's so important to keep up with your vehicle's warranty coverage! And that's why we ask that question!
- **IF NO:** Me neither. I'd still rather not need to, if I don't have too! I'm sure you agree to that Sir/Ma'am!

And they do want me to verify that your vehicle is still registered to the zip code (**Profile.Zip Code**) is that correct?

Okay good! I have everything I need to request your approval. But first I'm required to tell you that normally they would require that you take your vehicle to a (**Profile.Make**) dealership to complete the approval. But because of Covid we are still offering to waive all of the physical inspections, which keeps everyone safe out there. It's also much easier to extend the coverage for you because all we need to do is transfer your file, with my computer, to one of our Sr Agents to get all the details and we'll have that here in just a few moments for you.

First though, I'm also required to tell you that we will be mailing all of your details along with your new Vehicle Coverage ID Cards in the next few days and how the coverage works is very simple. Whenever you need the service or have a breakdown you simply hand them one of your new Vehicle ID Cards and we take care of everything else for you. The only responsibility that you will ever have, when you have breakdown is simply a **\$100** deductible. **THAT'S IT!** No matter what they tell you is wrong with your vehicle you'll never pay more than **\$100** for all of your covered repairs. That's much better than you having to pay out **\$3500** all at one time!

I'm sure that you agree with that, correct?

It will also take care of all of your roadside assistance, tow to the shop and a free rental car, whenever that's needed. So it's very important to put one of your new Vehicle ID Cards in the glove box because you never know when you're going to have a breakdown or need a repair.

Now we're mailing all of your details along with your new Vehicle ID Cards to **(Profile.Address)**. Is that your correct address?

Okay great! Now on my computer I'm showing that they have all of your approval details for you and the last thing I need to do is connect to that Sr Agent that I told you about. They have your details. First you'll hear a little bit of hold music and then they'll quickly come on the line, get you the details, verify your information and mailing address to make sure everything gets to the right place and answer any questions you might have.

Again, it only takes a few moments to do that for you okay Sir/Ma'am?

Okay so just hang tight for just a few moments and we will be right back with you okay Sir/Ma'am?

GET 2 FIRM OKAYS PRIOR TO TRANSFER

Okay thank you Sir/Ma'am. We appreciate it. Hang on for just a few moments and we'll be right back with you Sir/Ma'am.

INITIATING A TRANSFER TO A SR. AGENT

1. PRESS **SR AGENT OLD** button ONCE on the Xencall Call Results List

2. Make sure you have **WARM TRANSFER** selected below the Call Results List on STEP 2 where it says Transfer the call to Sr. Agent
3. Then click the **SR AGENT OLD** button again to initiate the transfer to a Sr. Agent. This places the customer on hold. You will also hear hold music until a Sr. Agent answers the phone
4. When the Sr. Agent answers, you must introduce yourself by saying *“Hi, I have **(Profile.First Name)** on the line, do you have the file?”*
5. When the Sr. Agent says they are ready to be connected to the customer, say *“OK, great, I will connect you now.”*
6. CLICK the **END CALL** button on your dial pad to the bottom right of the screen to connect the Sr. Agent to your customer.

If the customer hangs up before connecting to a Sr. Agent, please access your **CALL LOG** on your dashboard in Xencall, **copy the Phone Number and Name of the customer** from the **CALL LOG**, and paste that info in the **Jr Agent Questions** room in **SLACK** with the message “dropped call” so we can distribute that lead to a Sr. Agent to call back right away