

## JR AGENT SCRIPT 2021

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

**STICK TO THE SCRIPT!**

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 still qualifies...

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

- Check engine lights on, fluids leaking 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)

- **IF DNQ** - Unfortunately that vehicle doesn't qualify for coverage.  
Are there any other vehicles in the household that we can help you out with today?

**Are you the primary driver of the vehicle?**

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

- We do this to make sure we're both talking about the same vehicle. So I have a **(Profile.Year) (Profile.Make)**, I just need you to state the model on this recorded line for verification..

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

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

- **IF DNQ** - Unfortunately that vehicle doesn't qualify for coverage.  
Are there any other vehicles in the household that we can help you out with today?

**About how many miles do you have on the vehicle right now?**

**Just a ballpark number, doesn't need to be exact...**

**WAIT FOR REPLY - IF NOT SURE:**

- Just give me the best estimate you can...
- 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)**

- **IF DNQ** - Unfortunately that vehicle doesn't qualify for coverage.  
Are there any other vehicles in the household that we can help you out with today?

**OK and what do you use your vehicle for?**

- Getting to work, church, local driving, taking trips. You tell me...

(Update info in Lead Details – Use for vehicle?)

**OK, and 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, so 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 IN FULL TODAY...** Would that be tough and create a hardship for you **(Profile.First Name)**?

**IF YES:** I hear ya! 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 coverage!

**IF NO:** Ya I probably could too. But I'd rather not pull from savings or put it on a credit card if I don't have to ya know what I mean...

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. Now sometimes they require that you take your vehicle to a **(Profile.Make)** dealership to complete the approval. But it looks like they're waiving the physical inspection for you today, which makes it much easier to extend the coverage right over the phone with one of our Senior Agents, OK!

We're going to be mailing your Benefit Booklet along with your new ID Cards in the next few days. And how the coverage works is easy. Simply hand your ID Card to the service manager at the dealership or repair shop of your choice. The only responsibility you'll have when you need repairs is simply a **\$100** deductible. **THAT'S IT!** No matter what they tell you is wrong with the vehicle you'll never pay more than **\$100** for all of your covered repairs. I'm sure that's much easier for you then paying out **\$3500** all at one time, **correct?**

Great, and you're also getting the free roadside assistance, tow to the shop and rental car, whenever that's needed. Just make sure to put your ID Cards in the glove box so you're ready for anything, OK!

Perfect, let me just check on your approval.... And... **GREAT NEWS!** We have an approval for you! I just need to connect you to a Senior

Agent to go over the approval details with you. **It only takes a few moments to do that for you, OK (Profile.First Name)?**

**\*GET CLEAR OK PRIOR TO TRANSFER\***

Perfect! So hang tight, I'm gonna ring their line now so you will hear the phone start ringing in a moment. Just let me do the talking at first so I can pass your file over, then I'll introduce you and they'll take over from there, **OK!**

**\*GET ANOTHER CLEAR OK PRIOR TO TRANSFER\***

Great, I'm ringing them now hang tight....

- Press **START TRANSFER** button on the dialpad **ONLY ONCE**

(after phone starts ringing) - Ok you're still with me right **(Profile.First Name)?**

**INITIATING A TRANSFER TO A SR. AGENT**

1. When the Senior Agent answers, you must introduce yourself by saying
  - a. ***"Hi, (senior agent name), this is (User.First Name), and I have (Profile.First Name) (Profile.Last Name) on the line with us. Do you have the approval on their (Profile.Year) (Profile.Make) (Profile.Model)?"***
2. When the Sr. Agent confirms the information and says they are ready to be connected to the customer, say
  - a. ***"OK, great (Profile.First Name), it's been a pleasure speaking with you today! (senior agent name) will take care of you from here. Have a blessed day!"***
3. 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