

CEC – Greeting

| Purpose | Follow these procedures to deliver a world class greeting while incorporating what is presented from the whisper function. | | | | | | | | | | | | | | | | |
|---|--|-----------|--|--|---|--|---|---|---|--|---|--|--|---|---|----------|---|
| Guidelines | Incorporating the information provided from the whisper function is required on every phone call. The expectation is that the initial statement to the customer will contain the information provided from the whisper function. | | | | | | | | | | | | | | | | |
| Process | <table border="1"><tr><td>1</td><td>Before answering, be prepared to listen to the whisper function.</td></tr><tr><td>2</td><td>Use what is provided from the whisper function to greet the customer.</td></tr><tr><td>3</td><td>Examples: *Do not have to be verbatim.*<table border="1"><thead><tr><th>IF</th><th>THEN</th></tr></thead><tbody><tr><td>The whisper function provides an immediate need (I need tires) and vehicle information (2015 Chevy Silverado).</td><td>Greeting: <i>"Thank you for holding, my name is John, I'd love to help you with tires for your 2015 Chevy Silverado."</i></td></tr><tr><td>The whisper function provides an immediate need (Appointment) without a vehicle.</td><td>Greeting: <i>"Thank you for holding, my name is John, I'd be happy to help you with an appointment!"</i></td></tr><tr><td>The whisper function does not provide an immediate need or a vehicle. (Representative, agent, or speak to a person)</td><td>Greeting: <i>"Thank you for holding my name is John, whom do I have the pleasure of serving today?"</i></td></tr></tbody></table></td></tr><tr><td>4</td><td>Be yourself, have fun with it, but the expectation is to use the information gathered from the whisper function to deliver a personalized world class greeting.</td></tr></table> | 1 | Before answering, be prepared to listen to the whisper function. | 2 | Use what is provided from the whisper function to greet the customer. | 3 | Examples: *Do not have to be verbatim.* <table border="1"><thead><tr><th>IF</th><th>THEN</th></tr></thead><tbody><tr><td>The whisper function provides an immediate need (I need tires) and vehicle information (2015 Chevy Silverado).</td><td>Greeting: <i>"Thank you for holding, my name is John, I'd love to help you with tires for your 2015 Chevy Silverado."</i></td></tr><tr><td>The whisper function provides an immediate need (Appointment) without a vehicle.</td><td>Greeting: <i>"Thank you for holding, my name is John, I'd be happy to help you with an appointment!"</i></td></tr><tr><td>The whisper function does not provide an immediate need or a vehicle. (Representative, agent, or speak to a person)</td><td>Greeting: <i>"Thank you for holding my name is John, whom do I have the pleasure of serving today?"</i></td></tr></tbody></table> | IF | THEN | The whisper function provides an immediate need (I need tires) and vehicle information (2015 Chevy Silverado). | Greeting: <i>"Thank you for holding, my name is John, I'd love to help you with tires for your 2015 Chevy Silverado."</i> | The whisper function provides an immediate need (Appointment) without a vehicle. | Greeting: <i>"Thank you for holding, my name is John, I'd be happy to help you with an appointment!"</i> | The whisper function does not provide an immediate need or a vehicle. (Representative, agent, or speak to a person) | Greeting: <i>"Thank you for holding my name is John, whom do I have the pleasure of serving today?"</i> | 4 | Be yourself, have fun with it, but the expectation is to use the information gathered from the whisper function to deliver a personalized world class greeting. |
| 1 | Before answering, be prepared to listen to the whisper function. | | | | | | | | | | | | | | | | |
| 2 | Use what is provided from the whisper function to greet the customer. | | | | | | | | | | | | | | | | |
| 3 | Examples: *Do not have to be verbatim.* <table border="1"><thead><tr><th>IF</th><th>THEN</th></tr></thead><tbody><tr><td>The whisper function provides an immediate need (I need tires) and vehicle information (2015 Chevy Silverado).</td><td>Greeting: <i>"Thank you for holding, my name is John, I'd love to help you with tires for your 2015 Chevy Silverado."</i></td></tr><tr><td>The whisper function provides an immediate need (Appointment) without a vehicle.</td><td>Greeting: <i>"Thank you for holding, my name is John, I'd be happy to help you with an appointment!"</i></td></tr><tr><td>The whisper function does not provide an immediate need or a vehicle. (Representative, agent, or speak to a person)</td><td>Greeting: <i>"Thank you for holding my name is John, whom do I have the pleasure of serving today?"</i></td></tr></tbody></table> | IF | THEN | The whisper function provides an immediate need (I need tires) and vehicle information (2015 Chevy Silverado). | Greeting: <i>"Thank you for holding, my name is John, I'd love to help you with tires for your 2015 Chevy Silverado."</i> | The whisper function provides an immediate need (Appointment) without a vehicle. | Greeting: <i>"Thank you for holding, my name is John, I'd be happy to help you with an appointment!"</i> | The whisper function does not provide an immediate need or a vehicle. (Representative, agent, or speak to a person) | Greeting: <i>"Thank you for holding my name is John, whom do I have the pleasure of serving today?"</i> | | | | | | | | |
| IF | THEN | | | | | | | | | | | | | | | | |
| The whisper function provides an immediate need (I need tires) and vehicle information (2015 Chevy Silverado). | Greeting: <i>"Thank you for holding, my name is John, I'd love to help you with tires for your 2015 Chevy Silverado."</i> | | | | | | | | | | | | | | | | |
| The whisper function provides an immediate need (Appointment) without a vehicle. | Greeting: <i>"Thank you for holding, my name is John, I'd be happy to help you with an appointment!"</i> | | | | | | | | | | | | | | | | |
| The whisper function does not provide an immediate need or a vehicle. (Representative, agent, or speak to a person) | Greeting: <i>"Thank you for holding my name is John, whom do I have the pleasure of serving today?"</i> | | | | | | | | | | | | | | | | |
| 4 | Be yourself, have fun with it, but the expectation is to use the information gathered from the whisper function to deliver a personalized world class greeting. | | | | | | | | | | | | | | | | |

Contact Please see your assistant manager if you have any questions.