



## Customer Care – Call Forwards from Corporate

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**Purpose** To facilitate resolutions to store complaints

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**Guidelines** Corporate will IM our team in order to transfer a call to first available agent.

1. When IM is received, all agents regardless of what they are doing will join the chat.
2. The agent will respond to accept the transfer immediately upon becoming available.

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Resolution	If...	Then...
	A satisfactory resolution can be achieved by us directly	Provide that solution and thank the customer for the opportunity to correct the situation
	We are unable resolve the situation directly	Coordinate the involvement of the store manager or AVP
	Customer refuses all options	Transfer call to your manager
	Customer is providing positive feedback	Thank the customer and email the store, store manager, and regional VP/AVP's

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**Contact** Please see your manager with any questions.

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