America's Tire · Discount Tire · Discount Tire Direct

Wait List – Managing the Wait List on the Desktop QRG

Purpose

This purpose of this Quick Reference Guide is to outline how store employees can use the Wait List Management application (Wait List) on the desktop.

Overview

The Wait List provides the technology and tools needed to display customer wait times and advance them through the queue and remove steps within the usual check-in and service process to improve upon the service experience.

The Wait List uses new integrated technologies and works with our existing devices.

- Customers can check-in by using the Discount Tire app.
- Store employees can view and manage the queue using the desktop application.
- The Greeter can also use Wait List as a check-in app on the Zebra device.

IMPORTANT:
The Wait List must be open, refreshed, and managed at all times throughout the day by the Sales Team.

Signing in

All store employees will sign into the Wait List Management application from any store workstation and using their store number (e.g., AZP55).
To sign in, enter your store number and click **LOG IN**.
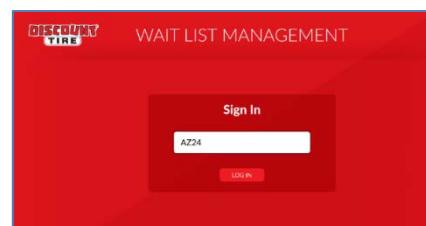
Wait List Navigation
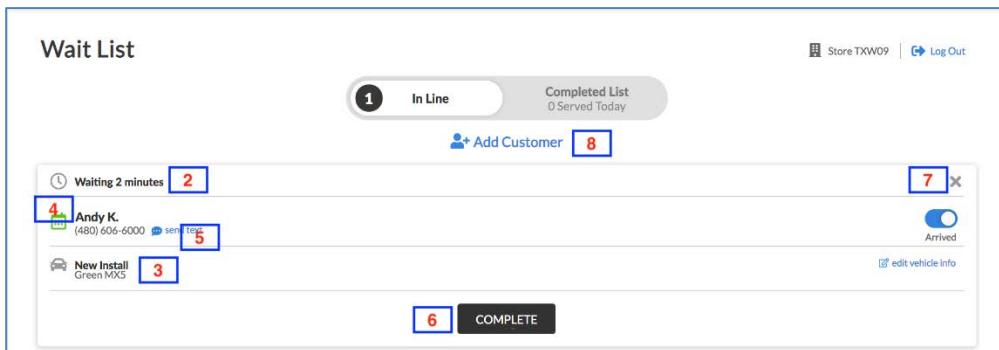
The numbers in the image indicate the purpose for each field on the Wait List Management application:

2. Shows how long a customer has been waiting.

3. Explains why the customer has come in for service today.

4. The calendar icon indicates that the customer has made an appointment.

   - Make sure to assist customers with an appointment first. Use the printed appointment list so customers do not have to repeat their information upon arrival.

   - Use customer, vehicle, and service information to pre-fill the VTV before walking out to the vehicle. This allows you to personalize the experience and say something like, "Hi, Mary. I see that you're here to get a flat fixed and that you have an appointment."

5. Use the blue message icon to send a text message notifying the customer that they are next in line and they must return to a Discount Tire counter.

   Note: The customer will receive an SMS text message when they are next in line. If the customer does not arrive within a few minutes, send them another message letting them know you are looking for them.

6. Select **Complete** to remove the customer from the queue when the consultation with the customer has begun.

7. Select **X** to remove a customer from the queue if the customer never showed up to their appointment. Wait 10-20 minutes after attempting to contact the customer before removing them from the queue.

8. Select **+ Add New Customer** to add a new customer to the queue. This feature will be used if the customer did not enter the queue through the Discount Tire app, or if they missed Greeter check-in.

Contact

To provide feedback, use the feedback tab in the POS.
Contact the Service Desk at support@discounttire.com or 800-366-4399.

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