

Wait List – Mobility Device QRG

Purpose

The purpose of this quick reference guide is to outline the experience of the Greeter using Wait List Management (Wait List) on the **mobility device**. This experience is simple, self-directed, and mirrors that of the desktop application.

Overview

The Wait List application 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 also view and manage the queue using the desktop application.

IMPORTANT:

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

Call Routing pilot stores: Monitor the Wait List throughout the day for messages to call customers back.

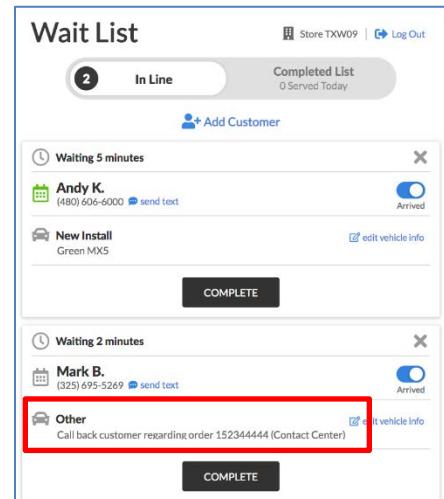
Signing in

The Greeter will sign in to Wait List Management on the mobility device using their store number (e.g., AZP55). Then click **LOG IN**.



Call Routing pilot stores

Monitor the Wait List throughout the day for messages to call customers back.



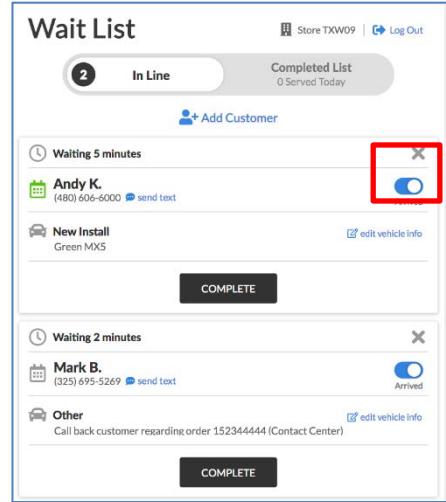
Customer arrivals

Follow these steps to manage a customer on the Wait List:

Identify if a customer has checked in upon arriving.

Toggle to **Arrived** if they had checked in prior to arrival.

- Make sure to use the printed appointment list for the customer, vehicle, and service being performed. This way, our customers do not have to repeat the same information when they have made an appointment or checked in online.
- Using the information captured by the greeter, 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."



Adding a customer

If the Customer has not checked in, follow these steps to add the customer to the Wait List:

Step	Action
1	Click Add Customer at the top of the screen.
2	Select the reason for the customer's visit.
3	<p>Add customer details and check the box next to Customer has appointment to indicate that an appointment was made in advance.</p> <p>If an appointment was not made in advance, do not check the box.</p> <p>When finished, click Add.</p> <p>Note: All customer details (aside from Vehicle Comments) are required in order to move forward.</p>

Managing a Customer on the Wait List

Click **edit vehicle info** to update information already entered.

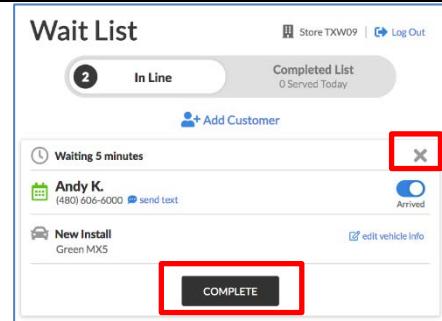
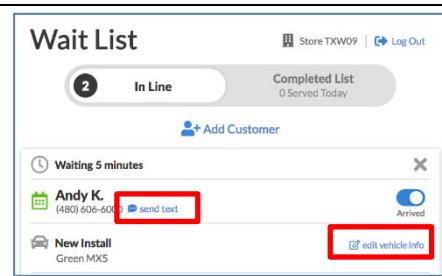
To notify a customer that they are next in line, click the **send text** link to send them an SMS message.

If the customer does not arrive within a few minutes, send another message to let them know you are looking for them.

Wait an additional 10-20 minutes. If the customer still does not arrive, remove them from the queue.

When the consultation with the customer begins, click **COMPLETE** to remove them from the queue.

To remove a customer that does not show up, click the red **x** icon.



Contacts

To provide feedback, use the feedback tab in the POS.

Contact the Service Desk at support@discounttire.com or 800-366-4399.