

SERVICE LEAD MINDSET

Creating Leads for Service Offerings are opportunities add value to the Customer

SCENARIOS / OPPORTUNITIES TO OFFER A SERVICE PLAN TO YOUR CUSTOMER

- **Routine Calibration** (no known issues)
- Customer calls for assistance, troubleshooting, checking warranty status
- questions to ask yourself in preparation for a possible service lead:
 - Is the device currently under warranty?
 - Does the device already have PIC?
 - Is the device eligible for PIC? (Check Serial Number Range- Spot Vision and Spot Vital Signs)
 - Do we offer PIC for that device?

LANGUAGE TO USE

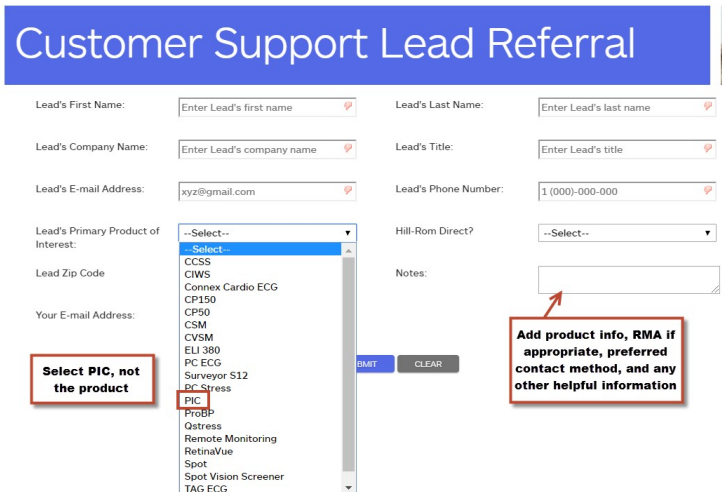
- Scenario – **Routine Calibration**
 - *"I would be happy to set up the calibration for you. Going forward did you know we offer Service Plans that cover calibration and cut your turn-around time in half? These Service Plans also extend to repairs. Would you like me have someone contact you or send you more information? Your routine calibration today would qualify you for a discount on a Service Plan."*
- Scenario – **Needs Repair**
 - *"Let me get the RMA (Returns Material Authorization) set up for you. Have you considered a Service Plan? This could cut your turn-around time in half, from approximately 10 – 15 days to 5-7 days. Under this plan we would cover future repairs and calibration? Are you interested in learning more? If so, I would be happy to have someone contact you."*
- Scenario – **Answered Question/Resolved Issue**
 - *"I am glad we were able to get this issue resolved over the phone with you. I did notice that your device is near/past the factory warranty. We offer a Service Plan that would provide you additional coverage for this device and its accessories. In addition to the coverage, the turnaround time for repairs would be cut in half, from approximately 10 – 15 days to 5-7 days. Would you like to have someone contact you to discuss the options?"*
- Scenario – **Repair or Warranty Status**
 - *"After I provide you with our status. Would you be open to hearing about other Services we provide?" We offer Services that could cut your turn-around time in half, from approximately 10 – 15 days to 5-7 days. Under this plan we would cover repairs and calibration. If you'd like to learn more, I can have a specialist contact you."*

CONFIRMING DETAILS

- In each of these situations *Confirm contact Information phone/email*
 - If the customer expresses interest, submit a lead (search KC: lead or sales lead)
 - Choose **PIC** from the drop-down selection in the lead form
 - In **Notes**: Add Product, RMA # (if Applicable) and preferred contact method (Email/Phone). Adding additional detail to provide background is appreciated.
- If customer asks about pricing or specific service plan details, offer to transfer the Customer to a specialist
- If you do a live transfer to a PIC Specialist, submit a lead at the same time

PRODUCTS QUALIFYING FOR PIC LEADS

We offer Service Plans for the following products:

Device and PA Products	Cardio Products
CIWS Connex Integrated wall System	AMBULO 2400 ABPM
CSM Connex SPOT Monitor	CareCenter MD
CVSM Connex Vital Signs Monitor	CP150, CP50
OAE 39400, OAE 39500	CPWS (DO NOT OFFER FOR ABPM 6100)
ProBP3400	ELI-10, ELI-150C, ELI-250C, ELI 280, ELI-350, ELI-380
RV100 RetinaVue Vision Screener	E-SCRIBE DEPARTMENT, E-SCRIBE ENTERPRISE E-SCRIBE Rx, E-SCRIBE WORKSTATIONS
SPOT Vital Signs (Only Serial Numbers above 200705000 are eligible)	H3+ RECORDER, H12+ RECORDER
SPOT Vital Signs Lxi	H-SCRIBE
SPOT VS100 Vision Screener (Only Serial Numbers above 15000 are eligible)	HL7 INTERFACE
SureSight Vision Screener	MORTARA TREADMILL
SureTemp Plus	Q-STRESS/TM55 STRESS SYSTEM
	Q-STRESS/TM65 STRESS SYSTEM
	Q-STRESS ONLY/NO TREADMILL
	Q-TEL RMS 4 CHANNEL, Q-TEL RMS 8 CHANNEL, Q-TEL RMS 12 CHANNEL, Q-TEL RMS WORKSTATION
	QUINTON TREADMILL ONLY
	R-SCRIBE
	S4, S12, S19
	SCRIBE WORKSTATION
	SCRIBE PC HARDWARE
	SCRIBE SERVER
	TELEMETRY SURVEYOR CENTRAL
	X12+
	XSCRIBE SYSTEM w/Treadmill

- Use **Helpful Links in KC** for additional detail on specific service plans

[Track-Trace](#)
[PIC info by Product](#)
[PIC Entitlements Annual Price-2019](#)
[Probe Number Conversion Chart](#)
[Probe lot code calendar](#)