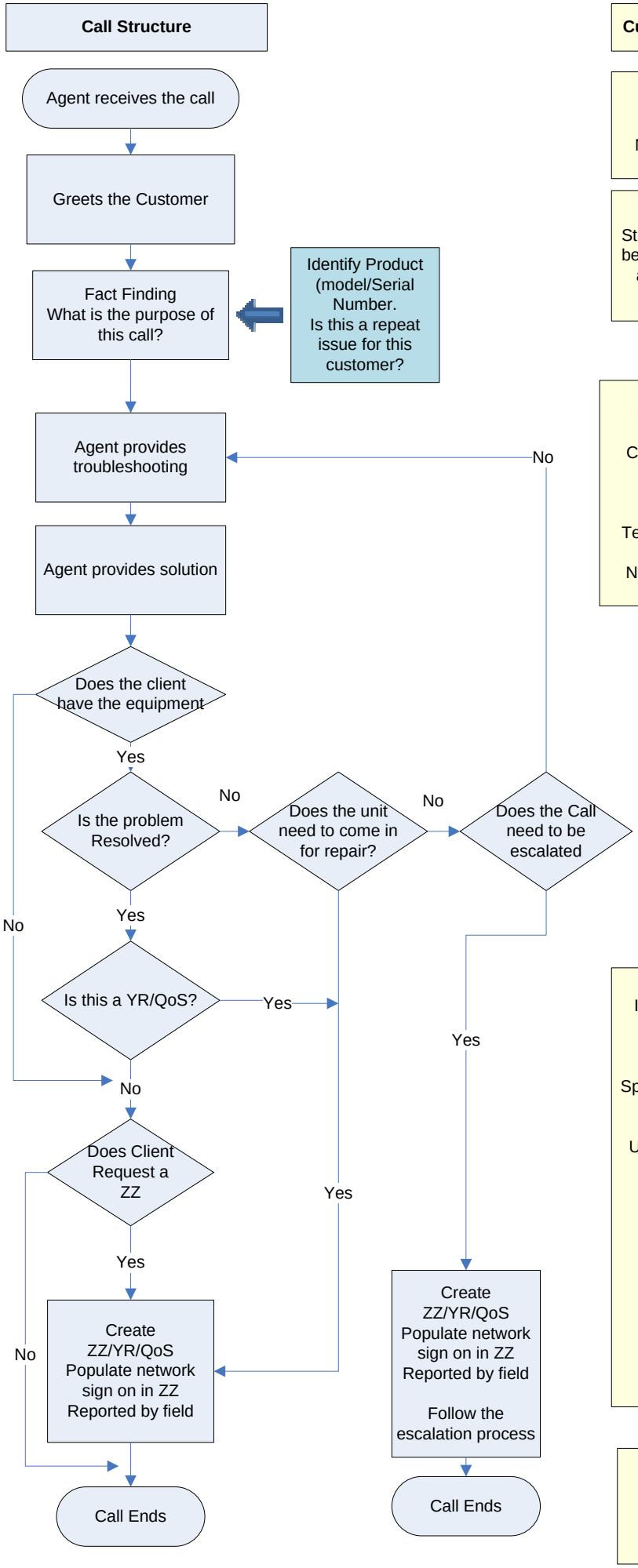
Customer First Service Call Flow



Customer FIRST

Positive First Response

Names Before Numbers

P/T Balance
Strike the balance between Personal and Technical Tasks

P/T Balance

Continuation of Positive 1st Response

Template 1>2>3

No Roadblocks

Wrap Up Including Time Speak

Spectacular Close

Use Customer's Name

Customer is Satisfied

Ownership & Responsibility
Follow-up as agreed

Suggested Ways to Say

Thank you for Calling Welch Allyn. My name is _____, **MAY** I ask whom I'm speaking with?

How may I help you?

Active listening
Know who you are talking with (know their style)
Avoid using jargon or acronyms

Good vs Bad ways of asking questions

by avoiding **can't** and **unfortunately**

Focus on what you CAN do

Give Options and empower the customer

Troubleshooting Questions to Use

- How may I help you? (vs what's your problem)
- Would you have a moment to troubleshoot?
- Would you mind walking through the problem with me?
- Would you happen to have the unit in front of you?
- Where do you apply the electrodes?(vs telling them where you should put them)
- What is your device doing or not doing?
- When did the problem start happening?
- Is this a new installation?
- How are you applying the cuff (equipment)?
- Do you see the power light when plugged in?
- Let's check your connections.
- Are you getting any error codes?
- What can I do for you?
- What is your role within the organization?

Troubleshooting Questions to AVOID

- What's your problem?
- Are you clinical?
- Do you have anyone there a little more familiar with the equipment?
- Did you turn it on?
- Is it plugged in?
- Do you have time to troubleshoot?
- Do you have the unit in front of you?
- Do you know how to use the device?
- Why are you calling?
- Are you"able" to troubleshoot?

Triggers Creating a ZZ

- Product Complaint
- Repair/Warranty Repair
- Injury
- High-end Systems CPWS/Connex
- High Business Risk
- Customer's Request
- Second repeat call on same topic/ issue
- Escalating the call
- Quality of Service