

## RECAP-

**REMEMBER THAT WE ARE MERCHANT SERVICES- *OUR LINE OF BUSSINES and THE NAME OF OUR COMPANY IS AMP.***

### ***Agents must:***

- OPEN THE CALL CORRECLTY ASKING FOR OWNER/ CO-OWNER
- MAKE SURE THEY ARE ASKING FOR THE NAME ON FILE
- EXPLAINING WHO WE ARE= PORPUSE TO MAKE A CHANGE TO YOUR **MERCHANT ACCOUNT**
- MAKE SURE WE USE MERCHANT SERVICES NOT AMP
- DONT DISCUSS WITH GATEKEEPERS
- **DONT TAKE A NO FOR AN ANSWER+** USE AT LEAST 3 REBUTTLES
  - YOU CAN CALL BACK FOR CLARIFICATION AND LET THEM KNOW THE PORPUSE OF THE CALL / *DISPO AS REPITCH*
- **CALLING 3X, 1ST REDIAL 2ND REDIAL 3RD DISPO SHOULD BE NC**
- USE THE CORRECT DISPOSITION IN EVERY CALL
- NOT leave messages with our name AMP

### ***Callback:***

- CALLBACK SHOULD ONLY BE USE IF YOU ARE TALKING TO THE OWNER AND YOU WERE ASKED TO CALLBACK
- DELETE CALLBACKS ON YOUR CALENDAR
- CUSTOMER IS CURSING ON THE PHONE/ YOU CAN DNC THE CALL

### ***Number change:***

If it's a cell phone number CHANGE we must have NAME AND LAST NAME DUE TO LAW AND SOMEBODYS PERMISSION TO CHANGE IT/ leave a note on Sales Sling and have it change.

Leave a message with the person that answer EVEN if you have a number change.

Number change/ give record id to team lead

Keep a list with record id with date and time/ don't save callbacks since nobody else will be able to work on that lead, UNLESS YOU SCHEDULE CALLBACK WITH OWNER.