

Hi am I speaking with Customer Name?

Oh good, my name is yyyyyy, I understand that you are interested in new internet service or TV or both, is that correct?

OK so now I understand what you need and I think I can help

OK great I think I can help with that

OK now I understand I will be happy to help you with it

OK now I understand. Sure, I can help you with it.

So, let's see what options are available for you.

OK so let's see what we got and I will help you with it.

Let's see what is available and I will help you with it

Let's check the service availability in your address, what is the address please?

Let's see what is the service availability in your address, what is your address please?

Let's see what is available in your address, what is your address please?

Now we go to the discovery part

Ok, now, let's get a better understanding of what you need, so, what do you use the internet for? Only surfing? Gaming? TV? Working from home? Etc. are you the only one that uses the internet or any other family members?

We want to get the whole picture in our mind of all the needs and the people in the house so we can customize a good solution, such as internet and TV as well. So we can ask more when we understand the who lives there and possibly to offer TV for example, for the kids, or movies, or sport or news etc. This way we can suggest customize both internet and TV.

Very important to ask if he/she have internet or TV services now, and yes, what service and pricing, so we know better what to offer, so, possibly to give them...

After the discovery part, we can come up with offers, we will suggest and then ask, so the customer always feels that he is in control and can make his own decision and that we are not pushing or forcing anything, rather, just looking for the best for him (comfort-safe zone).

For Example:

1) You know, I think 1 gigabytes will be good, it will accommodate everything you will need without any internet or streaming delay or any kind of interruptions, just knowing that you can use the internet in peace of mind and that it is sufficient, does it make sense?

2) it looks like this package has pretty much all you will need or all you want - to watch, including the kid's channels for your kids - including the news channels you want to have etc.

Add-on

In every step we end with question confirmation from the customer to answer, so we can maintain the trust and to know for ourselves that we are not losing the customer and continue to the next step.

Such as:

1) does it make sense?

2) what do you think?

3) is it right?

After the discovery part and our services suggestions, and after we confirm that the customer like it, we naturally continue to the closing in most natural way.

Example:

1) customer name, I am glad I could help you, let's make sure you are all set and taking care of, let's recap everything so you can enjoy -the internet or TV or both - today, we spoke about:

- XYZ
- and
- ABC

We are done, and I happy to set up with everything you needed, quality control will connect with you for shipping of the router - or - the Gemini Air, and they will confirm the address and the - internet- TV - service, to make sure you will get it A—SAP, and also for you to be able to use the App on your phone, computer or tablet.

You should expect a call from this number 777-777-7777, please be available so you can enjoy the services.

OR

please give me a minute and I will connect you with them
