

Wellness Calls Talking Points

"Hello, this is [name] with Auto/Mate, how are you?"

"I was hoping to speak with your office or general manager if they are available"

If OM or GM are not available, you may ask for the owner. If the owner is also not available, you may speak with the person who answered the phone. For Wellness Calls, we can leave voice messages, requesting they return our call.

"We are giving all of our dealerships a call at this time, to check in, given the current climate. We want to make sure you are all good, check the status of your dealership (and all locations if applicable), and let you know we are still taking support calls."

Other talking points include:

- See if any departments have closed down / work remotely / appointment based only / online only
- Let them know we are all working remotely at this time, but are prepared to take all support calls. They may ask if it's still the same number, and it is. Offer them our main number if necessary.
- Ask if their State is making any changes, as this is a state-by-state issue. Some will not know, because the status changes every day.
- Request they keep us updated with any changes. You may offer them your email, or if they would rather call back, they should ask for [you] when they call our main number
- Remind them we feel they are part of our family, and if they need any support, even support not software related, we are here to help.

Issues they may bring up:

- Laying off employees. In this instance, we can display empathy.
- A discount. You may tell them we are offering one for the month of April, which will be sent as a credit memo. If they have further questions, tell them you will have someone reach out to them who can better answer their questions.
- How their state is or isn't responding to lockdowns. Not all states are even in lockdown as of yet.
- Support Cases. Some people may bring up issues, which they will ask you about. Just like we handle support issues with our CLA calls, we can create a support case for them. Try to ask as many questions as you can so the case is a warm hand off to the support department it is sent to. Make sure to confirm their email address on file before creating the case!

If there are any issues beyond support or the help and empathy you are able to provide, reach out to Eric and create a Customer Loyalty Review Case. See the how-to guide for Creating Customer Loyalty Review Cases.