

BOOKING ENQUIRIES WORKFLOW



#	INCOMING CALL ENQUIRY	CALL MANAGEMENT	INCOMING WEB ENQUIRY	EXPLANATION
1	INCOMING CALLS		INCOMING WEB ENQUIRY (E-MAIL)	Regularly check incoming enquiries (Inbox folder)
2	WELCOME & REASON OF CONTACT			Introduce yourself, Brand and the Dealer and open the conversation
3	CUSTOMER & VEHICLE DETAILS			Verify and update customer data Check Type of vehicle and vehicle history
4			ISSUE IDENTIFICATION	Properly understand and identify the issue highlighted by the customer
5			AVAILABILITY CHECK	Ensure the right availability (technician and service advisor) according to the customer need
6			ENQUIRY REPLAY AND CONFIRMATION	Send reminder (DEM, SMS)
7		OUTBOUND CALL		Contact the customer in case of additional clarification or confirmation
8		WELCOME & REASON OF CONTACT		Introduce yourself, Brand and the Dealer and open the conversation
9		ISSUE DETECTION & PRE-DIAGNOSYS ANALYSIS		Properly understand and identify the issue highlighted by the customer
10		ADDITIONAL NEEDS		Proactively propose any additional service
11		AVAILABILITY CHECK		Ensure the right availability (technician and service advisor) according to the customer need
12		APPOINTMENT BOOKING		Book and confirm the appointment at the agreed date and time
13		CLOSING & GREETING		Confirm the main items of appointment and repeat date and time booked
14		APPOINTMENT CONFIRMATION		Send reminder (DEM, SMS)