Reservation Agent Telephone Scripting

	February 11, 2008
Audience	MetroAccess Reservation Department
Description	Call Flow Script when reserving trips for MetroAccess Customers
WIIFM what's in it for me?	When customers call thru the IVR to schedule a trip(s), please refer to this job aid to walk you through the call flow process/steps to ensure that you manage and control your calls. *NOTE: You must use "Thank you and "Please" after receiving information as well as asking for information from the customer.*
Step 1. *Greeting*	Good morning/afternoon. Thank you for calling MetroAccess
Step 2.	My name is _____; what day would you like to travel?
Step 3.	May I have your client Id number?
Step 4.	Ms. / Mr. _____can you please verify your address and telephone number?
Step 5. *Booking Information*	Will this be the address that you will be picked up from?
Step 6.	What entrance would you like to be picked up from? *(Examples: front, side, back, Malls - food court or store name School & Hospitals - which building)*
Step 7.	What address would you like to go to? (a.) What kind of location is this? *(Examples: Shopping Center, Hospital/doctor's office, bank, etc.)* (b.) What entrance are you going to? *(Examples: front, side, back, Malls - food court or store name School & Hospitals - which building)* (c.) Do you have a telephone number # where you can be reached at this address?
Step 8.	(a) Do you use any mobility aids such as a cane, crutches, or oxygen? (b) Do you use a wheelchair?

Step 9.	Are you traveling with anyone or alone?
	(a) If **YES**, "Is that person traveling as your companion or PCA"?
	(b) If **NO**, continue to question 10.
Step 10.	Ms. / Mr. _____, do you have an appointment time you need to arrive at this location?
	(a) If **YES**, say
	1. "May I suggest that you use this time as an appointment time to book your reservation to ensure that you arrive at your destination on time"?
	OR
	2. "Do you have a specific time by which you need to arrive at this destination"?
	(b) If **NO**, say "What time would you like to be picked up?
	NOTE: Offer the first solution initially. If that solution is not acceptable by the customer, then offer the second solution only. Please make sure that you look at the weight for each solution.
	Do you need to schedule a return trip? If **YES**, repeat steps 6 – 9 and 10b.
Step 12. *Confirmation*	At this time I would like to verify your information to ensure that your reservation is correct.
	(a) You are requesting a reservation for <u>DATE</u> at <u>TIME.</u> You will be picked up from <u>ADDRESS</u> at <u>LOCATION</u> *(front, side or back).* The telephone number is _____.
	(b) You will be traveling to <u>ADDRESS</u> at <u>LOCATION</u>.
	(c) You are traveling with <u>PCA, COMPANION, ETC</u> and you need <u>MOBILITY AIDS</u> *(if applicable).*
Step 13.	The available pick up time I have for you is _____am/pm; the driver can arrive as early as _____and as late as_____.
Step 14.	Ms. / Mr._____ your trip is scheduled for <u>DATE</u> at <u>TIME</u> and your confirmation number # is_____. Your second trip is scheduled for <u>DATE</u> at <u>TIME</u>. *(Repeat for all trips).*
Step 15. *Closing*	Is there anything else I can help or assist you with today? *(If the answer is No, move on to Step 16).*
Step 16.	Thank you for calling Metro Access and have a nice day!