



OMEGA TECH SERVICE, INC.
INTELLIGENT SOLUTION

Обработка входящего звонка

Greeting:

“Good morning! Omega Tech Service, how can I assist you today?”

“Thank you for calling Omega Tech, this is [Your Name], how may I help?”

Если занято:

“I apologize, we're currently assisting another customer. May I call you back shortly?”

“We're currently helping other clients, but I'll get back to you as soon as possible.”



Запрос на сервис

Основной ответ:

“I'll be happy to help you schedule service. May I have your name, address, and a brief description of the issue?”

Страховой клиент (СОД):

“Since you're calling through insurance, we'll prioritize your request. Let me get that scheduled right away.”



Клиент оставил voicemail

Ответ в SMS или звонке:

“Hi, this is Omega Tech Service. We received your voicemail and sent you a service quote via text. You can review and approve it directly, or give us a call if you have any questions.”



Сроки доставки запчастей

Нормальный срок:

“Parts typically arrive within 3 to 5 business days.”

Если уже прошло больше времени:

“It looks like there’s a slight delay with the delivery. We’ll notify you as soon as we get tracking information.”

Стоимость визита и ремонта

До визита:

“Our standard service call fee is \$85, which covers diagnostics. Parts and labor are quoted separately unless it’s a small, simple fix.”

После вопроса о цене:

“Our technician will assess the issue and provide a quote based on the complexity and time required.”

Запрос на другого техника

Вежливо отказать:

“We usually assign one technician per job for consistency and efficiency. He’s very experienced — we trust him to complete the repair professionally.”

Только в исключении:

“In rare cases, we may reassign, but it’s best to allow the same technician to finish the job.”

После завершения работы — статус

Клиент спрашивает:

“A supervisor will review the job within 24 hours. We want to make sure everything was done correctly and safely before closing it.”

Грубый или неадекватный клиент

Предупреждение:

“I understand your frustration, but I kindly ask that we keep this conversation respectful.”

“Please note, if this behavior continues, we may need to end the call and report this incident to your insurance provider.”

Поддержка техника

Когда техник в пути:

“Our technician is on the way and will contact you shortly. If you have any questions, I’ll be happy to assist in the meantime.”