



OMEGA TECH SERVICE, INC.  
INTELLIGENT SOLUTION

## Скрипты общения для техника Omega Tech Service

### ● Приход на адрес клиента

"Good [morning/afternoon], my name is [Technician's Name] from Omega Tech Service. I'm here for your scheduled service appointment. May I please inspect the unit?"

### ● Перед началом диагностики

"I'll begin with a diagnostic to determine the issue.  
Once I complete the inspection, I'll explain the next steps."

### ● Если сразу видно проблему (можно починить без запчастей)

"I've identified the issue. I can proceed with the repair now if you'd like.  
I'll explain everything once it's complete."

### ● Если требуется заказывать запчасти

"Based on the diagnostic, we'll need to order parts to complete the repair.  
Parts typically arrive within 3–5 business days, but sometimes there may be delays from the manufacturer.  
We'll keep you updated once they arrive."

### ● Если клиент спрашивает, когда точно приедут запчасти

"Unfortunately, I cannot guarantee an exact delivery date because it depends on the supplier and shipping.  
But we typically expect parts within 3–5 business days."

### ● Если клиент хочет, чтобы техник перенёс мебель или предметы

"For safety and liability reasons, we kindly ask customers to provide clear access to the appliance.  
Unfortunately, we're not authorized to move furniture."

### ● Если клиент грубит или ведет себя агрессивно

"I understand your frustration, and I'm here to help.  
Let's work together to find the best solution."

### ● При повторной поломке (второй визит)

"Sometimes one malfunction can cause another issue to develop."

I'll recheck everything and advise you on the best next steps."

● Если клиент страховой компании

"Please note: all service data and documentation will be submitted directly to your insurance company.

The insurance company will make the final decision regarding further actions."

● Если невозможно отремонтировать

"Unfortunately, the repair cannot be completed today.

I'll document the situation, and our office will contact you with further instructions."

● Завершение визита (ремонт закончен)

"The service for today is complete.

I've updated the notes in our system.

If you have any further questions or concerns, please feel free to contact Omega Tech Service.

Thank you for choosing us!"

● Если не можете связаться с клиентом

Сообщение диспетчера: "I attempted to reach the customer at [time], but there was no response.

Please advise on how to proceed."

! Дополнительно:

Важно говорить уверенно, но дружелюбно.

Сохранять спокойствие в любой ситуации.

Чётко проговаривать все условия (особенно по страховке и срокам запчастей).