

High Volume - Nitro (No WAA) Voicemail

<p>Coaching Comments</p> <p>❖ Required elements for compliance are bolded</p>	<p>1. Compliant Greeting</p> <p>“Hi, this is [rep name], calling in reference to your Verizon account. This message is for [customer name]...”</p> <p>I’m calling for the Cellular Sales store in [city, address, landmark].</p>
<p>❖ The 3 value drivers that are highlighted are required for each message</p>	<p>2. The Message</p> <p>“[Customer name], we’re reaching out to as many customers as we can because we want to invite you to the store. There are more ways for a customer to save money on their plans than ever. You can get into a new device for very little money and with the promotions we have going on, there is almost always a way for you to upgrade your phone.”</p> <p>“Lots of customers have early upgrades or super low buy outs, and they never know about it.”</p>
<p>❖ The highlighted statement is required</p>	<p>3. Drive to the Store/Store Features</p> <p>“These deals are ending, so my recommendation, either way, is to definitely get down to the store as soon as you can. We have store enhancements like curbside pick-up and no-wait appointments. Just to make sure you have it, the number for that store is [store phone number].”</p>
<p>❖ Focus on using an urgent tone that is undeniably genuine</p>	<p>4. Positive Good-Bye</p> <p>“Thanks so much. Have a great day, and we look forward to seeing you down at the store.”</p>
<p>❖ The goal duration for this voicemail is 30 seconds. Don’t rush! The message is designed to be short and sweet</p>	<p>5. Strong Non-Verbals</p> <p>Speak clearly. Don’t mumble or use a monotone. Sound like you are excited to give the customer this helpful message!</p> <ul style="list-style-type: none"> • Tone • Pace • Volume • Energy • Conversational Flow



CELLULAR**SALES**