

# Call Center Script: Download App

**Use to:** Increase engagement during and after their technician visit.

## IF TECH HAS NOT ONBOARDED YET:

Hi \_\_\_\_\_,

I have your visit scheduled for \_\_\_\_\_.

Before the technician arrives, I wanted to take a moment to introduce you to our newest feature—**Smart Maintenance!** This is our gift to you as a thank-you for being a loyal customer.

We've added a new technology that includes a small piece of hardware designed to keep an eye on the overall health of your heating and cooling system. It also provides continuous water-leak detection, helping catch small changes in your system's performance before they turn into costly issues.

You'll also gain access to our **[COMPANY NAME] app**, which allows you to check in on your system, view its status, and easily contact us whenever you need support.

Installation typically takes about 15 minutes. When the technician finishes, they'll help you log into your app. Your username will be the email you provided during onboarding, and your password will be your phone number. You can download the **SmartAC.com** app from either app store using the links below:

### Google Play:

<https://play.google.com/store/apps/details?id=com.smartac.app.com>

### Apple App Store:

<https://apps.apple.com/us/app/smartac-com/id1488947598>

[Insert optional image or one-pager section here]

We're excited for you to experience the benefits of Smart Maintenance!

**IF TECH ONBOARDED AND APP WAS NOT DOWNLOADED:**

Hi [CUSTOMER NAME],

This is [CALL CENTER REP NAME] with [COMPANY NAME], how are you doing today?

Awesome! We noticed that you have not downloaded our app yet and I was wondering if you had a couple of minutes for me to walk you through the steps really?

Yes: Awesome! You should have received an email to [members email], let me know once you see it, (send welcome email again). Click on that link and download the app on your Google or Apple store and once installed-- you will log in with this same email and your password is your phone number [customers number].

Once you are in the app, you can see all the features our app provides, such as schedule a service, chat with one of our live technicians to replace your batteries, help with troubleshooting, as well as see your systems performance, and more!!!

No: No worries, can I text/email the instructions via email instead.

I appreciate your time and once again thank you for being a loyal customer, I hope you have a great rest of your day! Talk soon.