

New phone system for Roadranger Customer Support Call Center 3/26/10

On Friday, March 26, 2010 the Roadranger Customer Support group (including RealTime Warranty) will be transitioning to a new phone system.

- ✓ While most menu prompts will be very similar, please listen carefully as some have changed slightly.

Changes you will notice:

- Call back system change
 - During high call volume and long hold times, Customers can elect to leave a call back number and maintain the position in the call queue with our Contact Center. *NEW* Live agents will now place return calls.
- Additional calls to Roadranger customer support on a particular claim
 - If a caller needs additional technical assistance with an issue they have already called about, there will be an option to enter an "Incident number" at the beginning of the phone menu.
 - This will allow the system to access previous activity and route the call with no further input required.

What does this mean to me?

- Reduced time spent on hold
- Reduced time spent on the call

New Incident tracking and Knowledge management software implemented

- Roadranger customer support has implemented a contact tracking system to record all interactions with Roadranger customers.

What does this mean to me?

- Ability to call back and reference a previous call
- Track status and activity of call made to Roadranger Customer Support via status website: :
<http://www.roadranger.com/Roadranger/warranty/realtimewarranty/index.htm>

COMING SOON!

This year we will be rolling out a self serve web portal that our customers can access to review customer-specific information 24/7

- Create a request or get a question answered via the web
- File a direct pay (extended warranty claim) with Eaton and Dana
- Start a RTW claim online (Real Time Warranty Dealers Only)
- Access to Customer Reports related reports and look ups
- Access to Roadranger knowledge base

What does this mean to me?

- Customer will have more options for getting needed information!