



1. How many attempts did it take to have a successful appointment call?
2. Did the Service Scheduler answer promptly within 3 rings or less?
3. When answered, did Service Scheduler give their name?
4. When answered, did Service Scheduler mention the Dealer Name?
5. Did Service Scheduler address you by name?
6. Were you placed on hold for any reason?
7. Did Service Scheduler require a VIN in order to assist you?
8. Did Service Scheduler quote a price?
9. What specials or coupons did Service Scheduler mention to you?
10. What is the date of the first available appointment without a loaner?
11. What time was the first available appointment without a loaner?
12. Did Service Scheduler ask if you needed a loaner car?
13. If no loaner car was offered, but you asked for one, was one available?
14. What is the date of the earliest loaner appointment?
15. What is the date of appointment scheduled?
16. Did Service Scheduler offer mobile services?
17. Did Service Scheduler offer drop-off/ pick-up valet services?
18. What other Transportation options Did Service Scheduler offer?
19. Did Service Scheduler confirm the appointment details and next steps?
20. Did Service Scheduler express appreciation throughout the call?