CallPoint
contact center solutions

FAQS frequently asked questions

GENERAL INFORMATION

What does CallPoint do?

CallPoint's mission is to strategically handle phone calls for SGI Members to maximize their revenue. We achieve this mission through superior agent selection and training, and by utilizing state of the art technology.

What are your hours of operation?

CallPoint is open 7 a.m. – 8 p.m. EST (Monday - Friday) and 7 a.m. – 7 p.m. EST (Saturday - Sunday).

Does CallPoint offer Nights/Weekends service?

For full service customers, CallPoint has options for live answer 7 x 24. However, CallPoint does not currently offer a solution for just nights and/or weekends.

Can CallPoint provide extra help for my call center?

CallPoint offers "overflow" service for SGI Members. The service has a weekly minimum of $160, or approximately 25 calls per week (including weekends).

BILLING

How does CallPoint bill me, and how often?

CallPoint invoices customers weekly, on Wednesday, for the prior Monday through Sunday activity. Customers have seven days to review their invoice. On the following Wednesday, we will initiate an automated transfer from either a business checking account or from a credit card.

Do I have to pay for a cancelled appointment?

Any appointment cancelled as a result of CallPoint's performance will be fully credited on the next invoice pending verification.

How much does CallPoint cost?

Pricing for Full Service is $1.70 per call handled, plus $23.70 per booked appointment. Our pricing is designed to be variable, so you pay more when you're busy, and less when you're out of season. With our performance pricing, you pay the bulk of the fees when more appointments are added to your board.

Does CallPoint issue credits for on-time guarantees or other credits paid to clients for call handling issues?

CallPoint strives to minimize errors in call handling. However, similar to call handling by each Member, some errors do occur. Since we do not share in the additional revenue it gains for each Member, we do not issue any credits for on-time guarantees or other credits related to call handling errors. We will refund the booked appointment fee if the error results in a cancellation.

CALL HANDLING

What greetings and closings do your CSRs use?

We greet clients in a friendly, professional manner using your company name.

What does the client hear when in queue or on hold?

If a client calls in and all CallPoint agents are busy on a call, the client will hear "Thanks for calling. One of our agents will be with you shortly". Next, the client will hear professional hold music. In some cases, Members can supply their own hold messaging.

Does CallPoint answer every call?

CallPoint does not answer every single call. Our contractual goal for Full Service customers is to answer 95% of calls lasting 7 seconds or more. Even though it's only a small percentage of calls that may not be answered, we will outbound missed calls.

How do you transfer calls back to us?

CallPoint uses a warm transfer method to transfer calls to Members. CSRs will:

1) Request the clients name and reason for calling
2) Ask permission to transfer
3) Conference in the caller and introduce him or her to the contact at the Member location

How do you get answers to special or unique questions before the appointment can get booked?

For Member specific information, a CSR will:

1) Look in our database for special instructions
2) Ask a supervisor or manager
3) Contact the Member directly

During the first two months on CallPoint, a Member should expect to receive frequent calls from CSRs while we get to know your business.

NOTE: CallPoint operates in a standard operating environment, and call handling exceptions cannot always be accommodated.

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Lead Source

How do you track my marketing?

We do not ask clients any questions about how he or she heard about the company. The SGI best practice is to utilize tracking numbers to measure marketing.

Promotions and Coupons

How do you handle our special promotions, coupons, magnets, etc.?

Each Member is responsible to alert CallPoint of pending promotions and discounts, and to send electronic copies of the specials at least one week in advance to Promotions@CallPointUSA.com. This info is added to the customer database. If a client mentions a promotion or discount, the CSR asks the client to provide it to the tech in order to receive the offer, and then notes the appointment.

Special and High Value Clients

What if I have a few special clients that might be offended by a "call center"?

CallPoint service, while friendly, is very standardized, and is not for everyone. If a Member wants to use CallPoint but has a small number of special or long term clients that might be offended by a third party handling calls, those clients should be encouraged to call the owner or GM directly for service. Those clients can also be provided with a vendor number, or a back door number to the office.

Personal Calls

What do you do if someone calls for me or someone else in our office?

Friends, family, and vendors should be given your vendor number and asked to call that line directly. If one of those callers does reach CallPoint, the CSR will take a message and forward the information directly to the point of contact for that Member's office.

Fee Waiver Policy

Does CallPoint ever waive diagnostic/service/trip fees?

If a Member wants CallPoint to employ a waiver policy for all service appointments, that preference must be indicated on the CallPoint contract. The options available are:

1) Include fee only if work is performed
2) Waive fee completely

CallPoint CSRs will first use rebuttals, then offer option 1 (if selected) and then offer option 2 (if selected).

NOTE: All big ticket items (as defined by the Member) will be booked as sales appointments with a free estimate.

Warranty Appointments

How do you book warranty appointments?

When a warranty is indicated by service history or if the client claims potential warranty, CallPoint books the appointment and notes it as a possible warranty. Clients are reminded that the final determination of warranty is left to the technician and if the repair does not fall under the scope of the warranty or previous work performed, they will be responsible to pay the Diagnostic/Service Fee and the charges for the repair.

After Hours Appointments

How do you handle after-hours appointments?

Running after hours emergency calls is at the discretion of each Member. If the client has a true emergency OR is willing to pay the service fee, CallPoint books the appointment and notifies the Member's on-call person. If the appointment is not during after hours (i.e. client can wait until morning), we will book the appointment for the appropriate day/time without notifying the on-call person.

Emergency issues include the following:

Plumbing - Broken water pipe, backed up sewer line, flooding, leaking water heater, no heat, no water or hot water, water coming through the ceiling, smell of gas

Electrical - Lightning strike, flickering lights/power, no power, smoke or fire around equipment

HVAC - No cool or no heat, new install and unit not working, unit leaking water, smell of gas

Roofing - Leaking roof, water coming through the ceiling

After Hours Appointment Notification

How do you handle after-hours appointment notifications?

If a Member's office is closed and an appointment is booked to be run before the office reopens, then an automated notification can be sent to an on call dispatcher or on call technician.

This DOES NOT include appointments which are booked during after-hours for service to be performed during the first set of appointment windows the following morning. It is the responsibility of the Member to check their appointment board early enough each morning to discover these appointments.

If we book an appointment for after-hours service that a Member cannot or will not run, it is the responsibility of the Member to communicate any changes, including cancellation, with the client. If a Member does not want to run after-hours appointments, it is the responsibility of the Member to update the shared calendar.