# Customer check-up call

## As part of a good contact strategy customer should be contacted shortly after their first bill has landed from O2.

The below gives advice on what topics should be raised with a customer on this first months call and should help formulate your strategy for customer contact.

### Step 1 – Customer notes

Please ensure that you thoroughly read any notes on the customer's account prior to any engagement. If the customer has had an issue recently you need to acknowledge and confirm that resolution was achieved and the customer is now happy.

### Step 2 – Customer materials

Did they get the welcome pack / materials sent out, did they have any questions?

### Step 3 – Check implementation

Are they happy with the service so far? Do they have any outstanding questions from the start of their contract?

### Step 4 – Billing

(Please check the customer's bill before asking these questions)

Have they registered for My O2 business? have they been on it? and do they have any questions?

Have they seen their first bill? Do they have any questions?

### Useful tools (found in this customer contact strategy pack):

- My O2 Business FAQ's

### Step 5 - Network

How have they found the signal? is there anything they would like to speak about?

### Useful tools (found in this customer contact strategy pack):

- Network chat map

### Step 6 – Travel

Do you have any plans to travel aboard in the next few months?

### Step 7 – O2 surveys

Explain the O2 customer CSI process. Explain how important it is that the customer partakes in the survey. Ask if they have any questions before taking the survey to talk to the Partner about them before filling in the survey.

If the customer needs a call back remember to confirm timescales for resolution and update on their query. Although, if the customer does not require a call back please confirm when they should next expect to receive a update call.