

### Lead Follow-up Cheat Sheet

Asurion		ubreakifix.com	samsung.com	Verizon
iPhone	Samsung			
Turn off Find my iPhone	Only front glass/LCD will be repaired. No back glass damage or charging issues can be present.	Confirm device model		
Only front glass/LCD will be repaired		Confirm repair needed (or explain diag. process)	Confirm if repair will be IW or OOW	Confirm no physical damage
Confirm part is reserved on lead		Confirm price <i>(OOW iPhone) LCD vs. OLED pricing</i>		Confirm repair needed
<i>If customer is OOW let them know parts status. Are parts available? Do we need to order them?</i>				
Quote walk-in turnaround and appt. turnaround		Reserve any / all parts on lead		
		Quote turnaround time		Quote turnaround time (4 hours)
Set / confirm appt time on lead				
<i>Make WO notes! Example, was the customer told if the part was available or not?</i>				
Change lead status to "Awaiting Customer"				