

Service Desk Sales Training: Asking the right questions

By engaging with each customer and asking these simple questions every time, your sales will increase. We will be able to see your success through intelligent reporting of KPIs (Key Performance Indicators)

iOS (KPI: Moshi, Native Union, Apple)

- 1) Can I install a new Glass screen protector for you? It'll only take a couple minutes and it will protect your screen. I'll make sure there is no dust and no bubbles, and it goes on straight. It's only \$29
- 2) Do you need an extra cable or car charger today? We have these great Native Union cables and chargers, they come with a lifetime warranty.
- 3) Would you be interested in some Apple Juice? It's what we use here to clean our screens. Comes in a spray bottle and includes with a soft cloth.

Mac (KPI: Lacie, CityAlert)

- 1) How much of your Data is critical? What sort of backup solution are you using? We recommend Lacie External Backup drives. They come with a data recovery guarantee, based on your current set up I'd recommend the Lacie BackUp Drive.
- 2) Do you do any sort of Preventative care on your system? We offer CityAlert. It monitors Hard Drive Health, identifies any Network issues, Monitors your BackUps and Detects and Malware. If there are any other issues it sends us an alert so we can help! It's \$99 for 2 years