



## SERVICE ORDER PROCESS USING CALL TO ORDER NUMBER - 800-222-5368



### FOLLOW THESE SIMPLE STEPS TO PLACE A DISH ORDER OVER THE PHONE

This is a 3-way calling process. Have your customer on the line and be prepared to provide your IBO ID when prompted. You will be calling a DISH national call center. DISH will not be able to give you credit for your hard work if the IBO ID is incorrect or is not provided.

### DISH CALL-TO-ORDER HOURS OF OPERATION: MONDAY – SUNDAY: 9 A.M. – 11 P.M. ET

PLEASE USE YOUR IBO STORE FRONT AFTER HOURS OR WHEN NEEDED.

#### STEP 1: Prior to calling into DISH

Please have the following information and ask your customer these questions:

- Have you ever had DISH service in the past?
  - If yes, advise the customer they will need to provide their previous service address. DISH has to verify that the customer doesn't have an outstanding balance.
- Customer will need a valid debit or credit card with \$1 available balance for a credit check.

**IMPORTANT:** To get credit for this order, ensure you have your IBO ID ready before the call starts.

#### STEP 2: Dial 800-222-5368

- Press 1 for English or 2 for Spanish
- Press 2 for New Customer
- IVR will ask for "Agent ID"; enter your IBO ID at this time. If you don't enter your IBO ID correctly at this point, you will not be credited for this order

\* You will have 3 chances to enter your correct IBO ID into the system. **DO NOT PRESS \* to skip.**

At this point the DISH Sales Agent will take over and talk to the customer about their needs and DISH services that are available for them.

**The DISH services will be activated after they are installed by DISH.**

#### STEP 3: DISH Welcome Agent

The first DISH agent you speak to will be a Welcome Agent. Here is what you need to have ready for this agent.

- **Hold:** Keep your customer on hold while you speak with the Welcome Agent.
- **Questions:** Provide the Welcome Agent the customer's qualifying answers from Step 1.
- **Transfer:** Keep your customer on hold while the Welcome Agent transfers you both to the DISH Sales Agent.

#### STEP 4: DISH Sales Agent

The second DISH agent you speak to will be a Sales Agent. This agent will need your customer's name and phone number. Bring the customer onto the line and let the Sales Agent take it from here.

- **ACN IBO to the DISH Sales Agent:** "Hello my name is \_\_\_\_\_ from ACN. I have Mr./Mrs. \_\_\_\_\_ on the line who is interested in learning more about DISH services today.
- **To the New Customer:** "Mr./Mrs. \_\_\_\_\_, the DISH agent will now provide you with the information you need from here".