Platinum Membership Support Model

CALL FOR SUPPORT REQUEST

Thank you for calling, may I have your member ID?

→ **Y** → **No, I haven't one**

→ **N** → **Yes, my ID is ***.cis-remote.com**

Left branch (Y)

Thank you for call. As a part of our support model we offer advance remote support. We encourage this as an alternative to sending a team to see what's going on. The cost for a single van roll is $299.99 and for $149.99 we could potentially log in and fix your problem. Additionally we would deduct the cost of this incident from a new plan so you'd realize an immediate savings. Should this take care of your problem. Would you like to book an appointment or see what we can do remotely?

Billing

Y → **Remote Support**

$149.99

Again our 30 minute incident is $149.99. What kind of card would you like to use?

N → **VAN ROLL**

$299.99

1 Hour incident, Shall we book an appointment?

Problem Resolution

Y → Remote issue resolved.

We have resolved your issue. Would you like to become a member and allocate these funds to your membership? We will send you your docs!

N → As it appears that remote support is unsccuessful we will be happy to allocate these funds to the van roll charge and book you in. May we process the balance and proceed with your appointment?

Right branch (N)

Great!

As a member of our support model we offer access to advance and unlimited remote support related to your automation system. Could you please explain your immediate challenge?

Thank you will log in and attempt to diagnose and resolve the issue for you.

Problem Resolution

Y → Remote issue resolved.

We are done.

N → **Unresolved Remote**

We have exhausted all remote support issues. We need to schedule an appointment.

Our preferred rate is $199.99. When would be a good time to send a technician?

While we are online can also determine if we can perform any updates to enhance performance. and security. May we provide this as a bonus for you?

Contact CIS and have an update, and backup performed

Generate $149.99 warranty slip and enter in POS system and electronically submit to client