

# Commercial Spanish TPV



## COMMERCIAL

**800-922-1808**

9AM EST-10PM EST

- 1. Hello Agent, hope you are having a nice day, please state your first and last name. [VL operator will key in full name] **Hola agente, espero que esté teniendo un buen día, por favor diga su nombre y apellido**
- 2. Thank you, please state the broker firm you are representing. [VL operator will key in broker firm name] **Gracias, Por favor diga la firma de corredor que usted está representando.**
- 3. Thank you, Agent please put the customer on the line to continue with the verification. **Gracias, Agente por favor ponga al cliente en la línea para continuar con la verificación**
- 4. Hello, this is [VL Operator Name] with Voicelog a TPV company, this call is being recorded, I will be verifying your energy contract information is that okay? [Must Say Yes, if No the call will end] **Hola, este es [nombre del operador de VL] con Voicelog, una compañía de TPV, esta llamada sera grabada, estaré verificando su información de contrato de energia. Está bien?**
- 5. Customer, please state your first and last name. [VL operator will key in a first name and last name] **Ciente, por favor diga su nombre y apellido**
- 6. Please state your title within the business. [VL operator will key in Title] **Por favor diga su título dentro de la compañía**
- 7. Are you authorized to make changes to this account? [Must Say Yes, if No the call will end] **¿Usted está autorizado para hacer cambios en esta cuenta?**
- 8. Are you currently under contract with an energy supplier, not including the utility? [VL operator will key in Yes or No] **¿Actualmente tiene un contrato con un proveedor de energía, sin incluir la utilidad?**
- 9. If yes, when does it expire? [VL operator will key in date in month and years] **En caso afirmativo, ¿cuándo expira?**
- 10. Please state how the business name appears on the current energy bill. [VL operator will key in Yes or No] **¿Actualmente tiene un contrato con un proveedor de energía, sin incluir la utilidad?**
- 11. Please state your telephone number. [VL operator to key in 10 digit telephone number] **Por favor diga su número de teléfono**
- 12. Please state your billing address. [VL operator is listening for a billing address only] **Por favor diga su dirección de facturación**



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- 13. Please state how many accounts you are currently enrolling in this new contract [VL operator to key in how many accounts are being enrolled] **Por favor diga cuantas cuentas está inscribiendo actualmente en este nuevo contrato**
- 14. Please state the first account number you are currently enrolling. [VL operator to key in account number] **Por favor diga el primer número de cuenta que actualmente está inscribiendo**
- 15. Please state the name of the supplier you are currently enrolling with. [VL operator will key in a supplier name] **Por favor diga el nombre del proveedor al que usted se está actualmente inscribiendo**
- 16. Please state the rate on your new contract. [VL operator will key in a rate] **Por favor diga la tarifa de su nuevo contrato**
- 17. Please state the term of your new contract, in months. [VL operator to key in term] **Por favor diga el plazo de su nuevo contrato, en meses**
- 18. Please state the start month and year on your new contract. [VL operator will key in month and year] **Por favor diga el mes y el año de inicio de su nuevo contrato**
- 19. You will receive a welcome packet that will explain the terms and conditions of this agreement. If you have any questions or concerns, please reach out to your agent to discuss. **Usted recibirá un paquete de bienvenida que explicará los términos y condiciones de este acuerdo. Si tiene alguna pregunta por favor comuníquese con su agente.**
- 20. Customer, please put the Agent on the line to finalize the call, thank you and have a great day! **Cliente, por favor ponga el agente en la línea para finalizar la llamada, gracias y que tenga un buen día!**
- 21. [VL waits for Agent to pick up the phone] [VL operator to provide Agent/Customer Transaction ID] Thank you, have a great day! **¡Gracias que tenga un buen día!**

