WHAT SHOULD I TEXT IN?

1. **Text or Voice Welcome Call?**
   a. **If you choose to have the welcome call completed via text message, please stay with your Customer through Account Creation as we have experienced delays from Customers not responding or not knowing how to proceed.**
2. **Please send a screen shot of the Order ID or text in the Order ID**
3. **PIN**
4. **Security Question**
5. **Did you use a SSN or a Driver's License?**
6. **Date of Birth**
7. **Processing Fee**
8. **Credit Card Information (If needed)**
9. **Rep Area**
10. **Installation date for DTV and/or Internet**

-If you are completing a Wireless account, we will send a text message to the customer to confirm the up-front cost to the customer before completing the Order. After which, you will receive the Account number and the confirmation that the order has been placed.

Our process will be to pull the order in Sara Plus and push through the Customer information to create a work order in Agemni; This allows us to notate and check Gating %'s while waiting on Customer responses. The Rep will receive the Account Number and confirmation of scheduled install date once the customer has either responded to the final text message or has confirmed the order over the phone. Many of the required pieces of information listed above will not be necessary as we continue to automate our processes and create an even more efficient process for the Reps moving forward. In the meantime, we do request that all pieces of information are sent in on every order to help the flow of the order process remain consistent and timely. We would like to create the best Rep experience with this new software and appreciate any help along the way.