



Domino's In-Store Team Member Onboarding Document



What's happening?

Shortly, your store will be supported by a team of customer service agents (Ping Live Agents). These agents will be taking orders using the Domino's website.

Why is this happening?

Having your incoming calls answered by a Ping Live Agent means your phone will ring less enabling you to have more time to go about your in-store tasks, make great food and deliver a better in-store customer experience.

How does it work?

When a customer dials your store number the call will be transferred to Ping Live Agents. Your customer will be greeted first with "Thank you for calling Dominos, if you are calling to place an order, please press 1. If you are calling about an existing order, please press 2. Within 2 rings a trained agent that represents your store will help your customer place their order using the Domino's website.

How will the customer pay for their order?

Customers paying with Visa, Mastercard, American Express or a debit card will be asked to key the card number and security code into a payment capture tool. The Ping Live Agent will only ask for the billing zip code and expiration date.

If a customer wishes to pay with cash or with credit card at delivery or pick-up, the agent will follow the conditions your store indicates on Dominos.com.

Will the phone in the store still ring?

Yes – Customers may press 2 to speak with in-store personnel about an existing order. In addition, if the customer needs to speak with the store based on something that comes up during the ordering process, the Ping Live Agent can transfer the customer back to the store for you to manage.

What types of calls will the store receive?

Most calls that a Domino's store normally receives can be classified as a new food order or something else. Your store will still receive all the something else calls which can vary from an existing order modification to a customer complaint or compliment.

Will caller ID information display on the in-store phone system?

YES – Most times your system will show you the same customer profile information you're used to seeing. (If it is available to the Ping Live Agent then it should be available to you).

Our drivers need to speak to the store directly and quickly, how will that be managed?

Your manager has been given a special direct dial number that can be given to your delivery drivers, as required.

What if the phone system fails?

Monitoring systems and your current systems escalation processes are in place.

- Non-urgent - Support@nusutus.com
- Urgent - call 855-211-1301. press 2 for support.

If for any reason the system fails, your store can start receiving all inbound calls directly and quickly until the fault can be diagnosed and repaired.

What if a customer has a complaint about their order?

Your store should continue to manage complaints as they have in the past. If you deem this is an issue with something the Ping Live Agent may have contributed to please send a message to:

- Support@nusutus.com
- Subject: Ping Live Agent.
- Provide the phone number the customer called from, day, and approximate time.

Our team will review the call recording and respond within 48 hours.

Is it still important to answer the phone quickly in-store?

YES – Even more so than before, as the phone will ring with scenarios that couldn't be dealt with in the call center and your customers will need your full skill set to problem solve, resolve queries and provide great service.

You may feel like you're only receiving problem solving calls, but this is to be expected, as these calls were always part of your normal call flow but, now the straightforward ordering calls are being handled externally.



CALL TRANSFERS

Our Ping Live Agents are trained to do different transfer types depending on the caller's identity and specific situation. However, they will in **all cases** look to do a **Cold Transfer** as the preferred option.

Cold Transfer – the call is transferred to the store, and the agent at no point shares the line with the Domino's team member that answers the phone.

Consultative Transfer – the call is put on hold, the call center agent calls through to the store and speaks privately conveying information just to the Dominos team member, then connects the call.

Warm Transfer – the call is never put on hold, the call center agent calls through to the store, and all three parties share the line until the agent disconnects from the call.

OSOM Store Updates

It's never been more important to keep this up to date. Any additional information our Ping Live Agents can get from the Domino's website assists them to better manage a successful call.

Please (if you haven't already) add **Additional Location Description** to your store's profile as this is a big help for carryout address validation and for our Agents to better understand your store's location.



THANK YOU

With any new program there can be some bugs and we are committed to working with you to make this program a success and of huge benefit to your business. Please let your supervisor know any questions you may have, so we can improve this FAQ document and get your questions answered.

Team Arria NuSutus