



salesforce.com®
Success On Demand.™

DATE:

PROCEDURE:

Correct Closing: Thank you for calling Atlas International. If you any further queries we'll be glad to help.

<p>KNOWLEDGE:</p> <p>What operations is your department responsible for? <i>(We are an independent company who verify the details for the International Registry. We do not have access to other information for security reasons.)</i></p> <p>“My password does not work”: <i>(You need to work from the computer you originally applied on. Otherwise contact help@aviareto.aero)</i></p> <p>“Its not my name on the account but can I verify the details?” <i>(Under no circumstances. The account can only be verified by the name on the application.)</i></p> <p>What is the procedure if the caller provides incorrect information? <i>(Do not correct or notify them. Simply record the incorrect information supplied.)</i></p> <p>**SALES ABILITY DOES NOT APPLY **</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
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<p>Additional Comments:</p>
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Signed by Tester: _____ Date: _____