

RESET

Opening

Gather/Confirm
Caller Info

Greet the consumer

Good <morning / afternoon>. Thank you for calling. My name is

_____.
How may I help you?

<Consumer Answers>

I can help you with that. To get started, I just need to collect/verify some information.

Obtain / Confirm:

- Caller Name
- Phone Number
- Company

Service Call



Sales Call



OSC Agent – Call Flow

RESET

Opening

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Service Need

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CLARIFY REQUEST

- 1 Confirm the problem and the outcome the customer needs.
- 2 Identify the affected order, sprocket, shipment, invoice, warranty, or prior case.

Service Call

Sales Call

OSC Agent – Call Flow

Investigate / Discover

Resolution / Recommendation

Note: *This portfolio sample demonstrates the full **Call Opening** section. The original tool continued with situation-specific guidance and links to systems and job aids. The **Investigate / Discover** and **Resolution / Recommendation** sections will be updated in future iterations as the OSC Call Flow evolves.*

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Sales Call?

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Service Call

Sales Call

Purchase a
Known sprocket

Find the Right
Sprocket

KNOWN SPECS

- 1 Confirm the customer's known specifications.
- 2 Validate chain size, teeth, and material.
- 3 Use [OSC Sprocket Product Lookup](#) to identify available options.

OSC Agent – Call Flow

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APPLICATION

- 1 Explore the application and customer needs.
- 2 Determine the required specifications. 
- 3 Use [OSC Sprocket Product Lookup](#) or route for custom support.

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Investigate / Discover

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REQUIRED SPECIFICATIONS

1 IDENTIFY CHAIN SIZE

Ask whether the customer knows the chain size.

If not, check equipment documentation, a previous OSC order, or markings on the chain.

If still unknown, use pitch:

#40 = 1/2" #50 = 5/8" #60 = 3/4"

If the measurement does not clearly match, refer for support.

2 SELECT MATERIAL

Will the sprocket be exposed to water, frequent washdowns, outdoor conditions, or other corrosive materials?

Carbon steel

Normal indoor or relatively dry conditions.

Stainless steel

Routine moisture, washdowns, outdoor exposure, or corrosive conditions. Specialized environments still require review.

RECORD FOR OSC SPROCKET PRODUCT LOOKUP: Chain size, number of teeth, and material.

ROUTE TO CUSTOM SOLUTIONS

Use Custom Solutions for nonstandard or multiple-strand chain, unusual chemicals or extreme temperatures, unclear measurements, or when OSC Sprocket Product Lookup returns CUSTOM SOLUTIONS REQUIRED.

SAFETY: Never ask a customer to measure or inspect a chain while machinery is operating.

Return

Resolution / Recommendation

*situation-specific guidance and links to **Investigate / Discover** and **Resolution / Recommendation** will be updated in future iterations as the OSC*

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Service Call Definition

Call indicators

- Existing order, account, invoice, shipment, return, warranty, or prior case.
- Status, correction, troubleshooting, replacement, cancellation, or documentation support.
- Not comparing options, requesting a quote, or starting a new purchase.

Sample caller statements

- “I need to check on an order.”
- “One of my sprockets arrived damaged.”
- “I have a question about my invoice.”

Return

- Service Call

?
- Sales Call

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Sales Call Definition

Call indicators

- New order, quote, pricing, availability, compatibility, bundles, or recommendations.
- Comparing products, expanding an order, or starting a purchase.
- Primary purpose of the call is a purchase decision.

Sample caller statements

- “I need to order sprockets.”
- “Which sprocket works with our current system?”
- “Can I get pricing for a bulk order?”

Service Call

Sales Call

Return

