4 Step Customer Acquisition Process
Vivint is a simple referral system.

1. Identify the customer’s buying motive
   • Why would the customer benefit from Vivint?
   • What unmet need does Vivint provide to the customer?

Examples of how customers can benefit from Vivint:
   • A working parent being able to check on the babysitter and/or kids
   • Dog or cat owners being able to see their pets while they are away from home
   • A traveling professional being able to see when a package arrives or open the door for the delivery person
   • An elderly person using a medical pendant

2. Introduce Vivint
   • “As a part of my business, I work closely with a company called Vivint. Vivint is the largest home automation company in North America. With Vivint, I’ve been able to help my customers do things such as lock and unlock doors remotely, control thermostats, see a live video feed of their home at any time, etc.”
   • “I think this will be a great fit for you because...” (use what you know about your customer)

3. Demonstrate your Vivint system
   • “Let me show you my system...”
   • The most important customer testimonial is your own. Show your customer your own system on your smartphone or tablet. Share stories of your own system. Tell them how you checked in on your kids/pets/elderly parents right before this meeting!
   • “I love my Vivint system because.....”

4. Leverage the dedicated ACN sales line 877-479-1668
   • The customer will typically start asking questions. How much is it? How does it work? Remember, questions are buying signals! Once you have peaked their interest, get connected to a Vivint expert on the dedicated ACN sales line so their questions can be answered right away!
   • The more often you call the ACN dedicated sales line, the more you will learn and the more confident you will be in referring Vivint.
Pre-Installation Checklist

☐ Prep the customer to give multiple contact names and phone numbers for any authorized household members to aid Vivint in confirming the installation appointment.

☐ Make sure the customer understands that the time given for the appointment is an appointment window. The technician will arrive during this time. Plan on two to six hours for the installation, depending on the equipment purchased.

☐ Prepare the primary customer and signer to be present to sign the agreement, and make preparations for someone over 18 to be present for the entire installation. Ensure that the customer has a valid ID and payment method for the first product payment.

☐ Make sure that the home or business has power and doesn’t have any construction projects that would prevent the installation of the equipment.

☐ Make sure that the customer has High-Speed Internet if cameras, Amazon Echo, Nest, Smart Drive, or the Glance secondary panel have been purchased.