

Standard Operating Procedures

FM24 Helpdesk



Single Business Tower, Unit 2805, Sheikh Zayed Road, Business Bay,
PO BOX 28654, Dubai, United Arab Emirates
T +971 (0)4 506 2600 | www.macro-group.com

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Introduction

Macro is now an independent facilities management company employing more than 700 people around the globe, with an annual turnover of £130m. The business will continue to provide market-leading facilities management services to some of the world's largest brands.

We are a dynamic organisation that delivers value to our clients by enhancing their working environment leading to improved productivity.

Macro's FM services span the entire property lifecycle, from strategic advice on how best to design an office, right through to day-to-day operational management. Our services are:

- Outsourced facilities management
- Property and facilities management consultancy
- Interim property directors and facilities managers
- Workplace design
- Helpdesk services

Macro is independent from suppliers which means clients enjoy tailored, best-in-class service based on models that are a refreshing change from the industry norm. We take total responsibility for the cost and service quality, helping our clients to get on with the business in hand.

fm24 – Macro Formerly known as Mace Operate' s (24/7/365 Helpdesk).

As part of our holistic view of facilities management provision, Macro formerly known as Mace Operate has developed its own specialist helpdesk service – fm24. This 24-hour, 365 days-a-year global helpdesk service is available to our clients either as a standalone service or as part of our managed service delivery; providing a single point of contact for clients to report faults and request support.

fm24 provides a range of purposely designed services that can be tailored to meet the precise business needs of our clients and their wide range of sites and regions. Services from a simple call answering service, through to a knowledge-based helpdesk, fm24 provides clients with a fully scalable solution for contract management, administrative support, and financial control, overflow switchboard services and a means to report faults and request support.

Our service delivery is based upon:

- Outstanding customer service,
- Leading edge, agile technology,

Expert knowledge within our team and within a wider Macro pool of subject matter experts.

Macro formerly known as Mace Operate understands that effective technology platforms are essential to the smooth running of a modern helpdesk; therefore, we utilise Concept Evolution, an industry standard CAFM system which we customise to meet the exact client requirements. This

enables us to provide the benefits of a system that enables business process and brings improvements through full visibility of performance in real time and via innovative analysis tools for identification of trends and exceptions.

Our service has evolved beyond the standard reactive helpdesk to enable clients to manage their assets, contracts and administrative tasks. fm24 can underpin risk, financial and life cycle analysis and planned preventative maintenance scheduling and control.

Purpose

It is the intention of this document to provide guidance on the operation of the Macro formerly known as Mace Operate for:

- Customer Service Advisors
- Vendors/ Suppliers and Service providers
- All Macro FM staff

These procedures have been formulated using benchmarking data and will be supported by using computer aided facilities management (CAFM) software –Concept Evolution.

Key Objectives

The key objectives of the Macro formerly known as Mace Operate FM24 are to:

- To provide a 24/7/365 service.
- To provide a highly professional and customer service orientated point of contact for all user groups.
- Be a central repository for information and communication flow.
- To ensure that all work requests are logged correctly/efficiently, and a unique work order number is allocated to the requester for each event.
- To ensure that the relevant resource is notified when a job has been logged and the priority linked to that job.

Service Requirement

Macro as the FM contractor for the projects has an obligation to provide a robust service which is a focal point between building users and the FM service provision. By utilising the CAFM software the FM24 Helpdesk is able to monitor/control/report service levels.

The FM24 will receive calls through the following methods:

- Phone
- Email

- Web-based request using Concept.

Scope of Services

Macro FM24 Helpdesk will process all requests using the Concept CAFM system for the following FM services:

- All reactive maintenance requests for both hard and soft services
- Refurbishment works.
- Complaints handling
- Sales Inquiries
- PPM Maintenance Requests

Using the Concept CAFM system the / System Support will also be responsible for:

- Maintain up-to-date records of all works.
- Asset management and planned preventative maintenance
- Monitor service levels.
- Automated production of daily, weekly & monthly reports
- Generation of ad hoc reports

Excluded Services

Exclusions with regards to the calls that the FM24 Helpdesk will receive will vary from project to project or depending on what have been agreed on the contract. It is not necessary to log each call, but the FM24 Helpdesk will accept the call and advise/re-direct if required.

FM24 Helpdesk Contact Details

The FM24 Helpdesk contact details are as follows:

- Managed Services projects

Toll-Free No. 800 (MACRO) (62276)
Email: Helpdesk.me@macegroup.com

- Every Stand-Alone Projects has its own dedicated line

In the instance that the main phone line is not working there will be 2 back-up mobiles as contingency.

- **056 998 0427**
- **050 374 9406**

Logging a job with the FM24 Helpdesk

To ensure the efficient and accurate flow of information, it is essential that the FM24 Helpdesk obtains the correct level of information regardless of which mode of the reporting is used.

The FM24 Helpdesk require the following information as a minimum in order to log a job:

1. Name of requester
2. Contact phone number.
3. E-mail address (if auto-updates are required)
4. Location of request
5. Request details (give as much details as possible)

Updating the Job card

- The Helpdesk will go back to the task grid and refer to the previous task and check the status.
- The Helpdesk will record any call/ email follow-up from the customer or the site team and update each ticket in the call event.
- If the Helpdesk received a call from the customer and the job card has no update in the system, Helpdesk will contact the site FM team and obtain an update and record in the call event.
- The Helpdesk will then contact the customer and share the feedback.

Response/Rectification Service Levels

Macro has set up priority service levels against task instructions as per the specific project requirements within the Concept CAFM system. Based on timesheet entries against each job the Concept CAFM system will calculate the compliance to these service levels.

Standard Operational Practice

Service Request Management

To manage our projects Macro will have highly trained FM24 Helpdesk staff working (hybrid), from home and at the head office in Single Business Tower, Unit 2805, Sheikh Zayed Road, Business Bay, Dubai if necessary.

The FM24 Helpdesk will be the focal point of contact working 24/7/365 and will log all calls for all projects.

Calls will be handled using Avaya Soft Phone to ensure that call allocation is fair, callers are at ease and Helpdesk performance is measurable.

Service Request Updates

The Helpdesk will provide the requester with a unique Concept call reference number for each job logged.

If the requester provides an email address when logging the job, the following will be provided automatically via an email:

- Job number, priority, response time, job details and resource assigned.
- Job updates whenever the “Level of Completion” is edited.

Response Times and Criticality

Against each predefined task instruction within the system a response priority has already been allocated mostly for Managed services projects, so the FM24 Helpdesk operator does not have to make this decision. However, there are projects where the predefined instruction is not link to the priority and must make decision to select the priority as per the P-codes.

The system is flexible to allow changes, but this will only be done once authorised by either the Manager or the site Supervisor/ Manager.

If a caller is not satisfied with the priority that has been allocated to their job, then this will be escalated to either the Manager.

Authorized Extensions to Complete a Job

It is the responsibility of the resource (internal or external) to notify the site office if the job cannot be completed within the specified service level. The site office will ask the following questions:

- Why is the extension required?
- When will the job be completed?
- Was the nominated point of contact available when you attended site?
- Has the contact been informed of the delay? (If “No” then the site office will inform them as soon as possible)
- Is there any other relevant information?

Job Completion

It is the responsibility of the assigned resource to notify the site office when a job has been completed. On receiving this information, the site office will update the job on the system with a new completion level, timesheet details, materials used and any other relevant information.

If the email address was entered during the initial job log, then the requester will obtain a completion notification by email automatically.

Out of Hours Operations

Definition of “Out of Hours”

The FM24 Helpdesk will work on a 24/7/365 basis and will be supported at all times by an operational team. However, during “Out of Hours” periods only critical jobs will be responded to immediately. All other work will be actioned the next working day.

“Out of Hours” is defined as:

- Outside of the hours 08:00 to 1:700, Monday to Friday.
- Weekends
- Public Holidays

Examples of jobs that would require “Out of Hours” response include, but are not limited to:

- Storm damage
- Power failures
- Gas leaks
- Severe water leaks/ flooding
- Failure of hot water services
- Failure of external security lighting
- Failure of fire and security systems
- Alarms on fire and security systems
- AC failure in critical areas (server room, telecom room etc.)

Examples of jobs that would not require “Out of Hours” response include, but are not limited to:

- Damage to non-critical items.
- Broken doors/windows in non-secure areas
- Failure of non-critical hot water services

Fault Reporting

Fault Reporting - Examples

When a requester is logging a job by phone the Fm24 Helpdesk must obtain as much relevant information as possible.

The following are some examples:

1. Light(s) out
 - How many lights?
 - What type of light?

2. Investigate leak/flood.

- What is the extent of the leak/flood?
- Is it possible to contain until a resource attends?
- Is there critical equipment within the vicinity of the leak/flood?

3. Power failure

- What is the extent of the failure that you know about (area)?
- Is any critical equipment affected?

Non-Service-Related Calls

Actions to be taken by FM24 Helpdesk Operate

When a call is received that does not relate to the in-scope services the FM24 Helpdesk will endeavour to assist the requester in order to obtain the desired outcome to their enquiry.

Where this is not possible the FM24 Helpdesk should:

- Forward or give requester the contact details of the correct resource that can handle their enquiry.
- Seek advice from the FM24 Helpdesk Manager/ Team Leader.

Reporting

Reporting Capabilities

The Concept system has a very powerful reporting module that can either automatically or manually generate reports from the system and distribute them accordingly. The following will be generated for the purpose of these projects:

- Daily report per service category showing all jobs grouped by level of completion.
- Weekly report per service category showing if service levels have been adhered to in terms of response times and priorities.
- Monthly report displaying all aspects of performance in terms of service levels and call volume analysis:

Our monthly reports include the following:

1. Number of calls against forecast.
2. Yearly Job Volume Comparison with line graph presentation

3. Jobs logged by Category with a bar graph presentation.
 4. Jobs per building per month with a bar graph presentation.
 5. Jobs logged per building with a bar graph presentation.
 6. Jobs logged per level of completion with Pie Chart presentation.
 7. Jobs logged per caller source with bar graph presentation.
 8. Jobs logged by Priority with bar graph presentation.
 9. Reactive Job Response SLA Analysis with Pie Chart.
 10. Reactive Job Completion SLA Analysis with Pie Chart.
 11. Yearly PPM Volume Comparison with a bar graph presentation.
- Ad hoc reports created as and when required.

Threatening or Nuisance Calls

Action to be taken by FM24 Helpdesk

When a call is received, and it is of a threatening or abusive nature the FM24 Helpdesk will:

- Place the call on hold.
- Record the number.
- Inform the FM24 Helpdesk Manager/ Team Leader of the situation and transfer the call.
- Once the call is transferred the name of the caller and the problem will be obtained (and any other relevant information) for reference
- When the call is disconnected the Facilities Manager will be informed and they will complete a report for the client representative.

Complaints

Complaints Handling

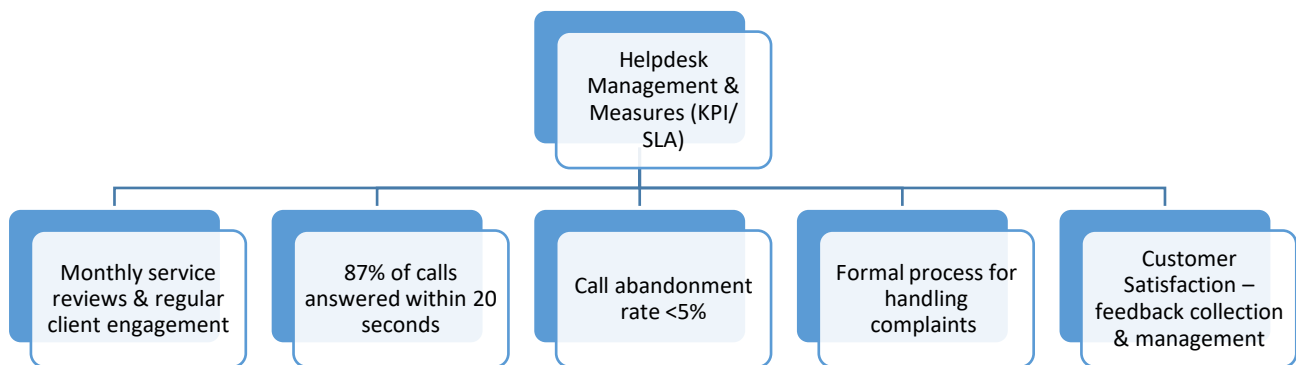
The FM2 Helpdesk will also be responsible for processing complaints. The FM24 Helpdesk will log all complaints on the Concept system in the following manner:

- If complaint is for an existing job locate the job on the system, then check the status update and if the customer is dissatisfied, create a complaint job card ensuring that the Category is “COMPLAINT”, indicating the reference no. of the original request in the notes.
- If it is a fresh complaint log as new job ensuring job category is “COMPLAINT”.
- Give requester call reference number.
- Escalate complaint as per the escalation matrix provided by the client.

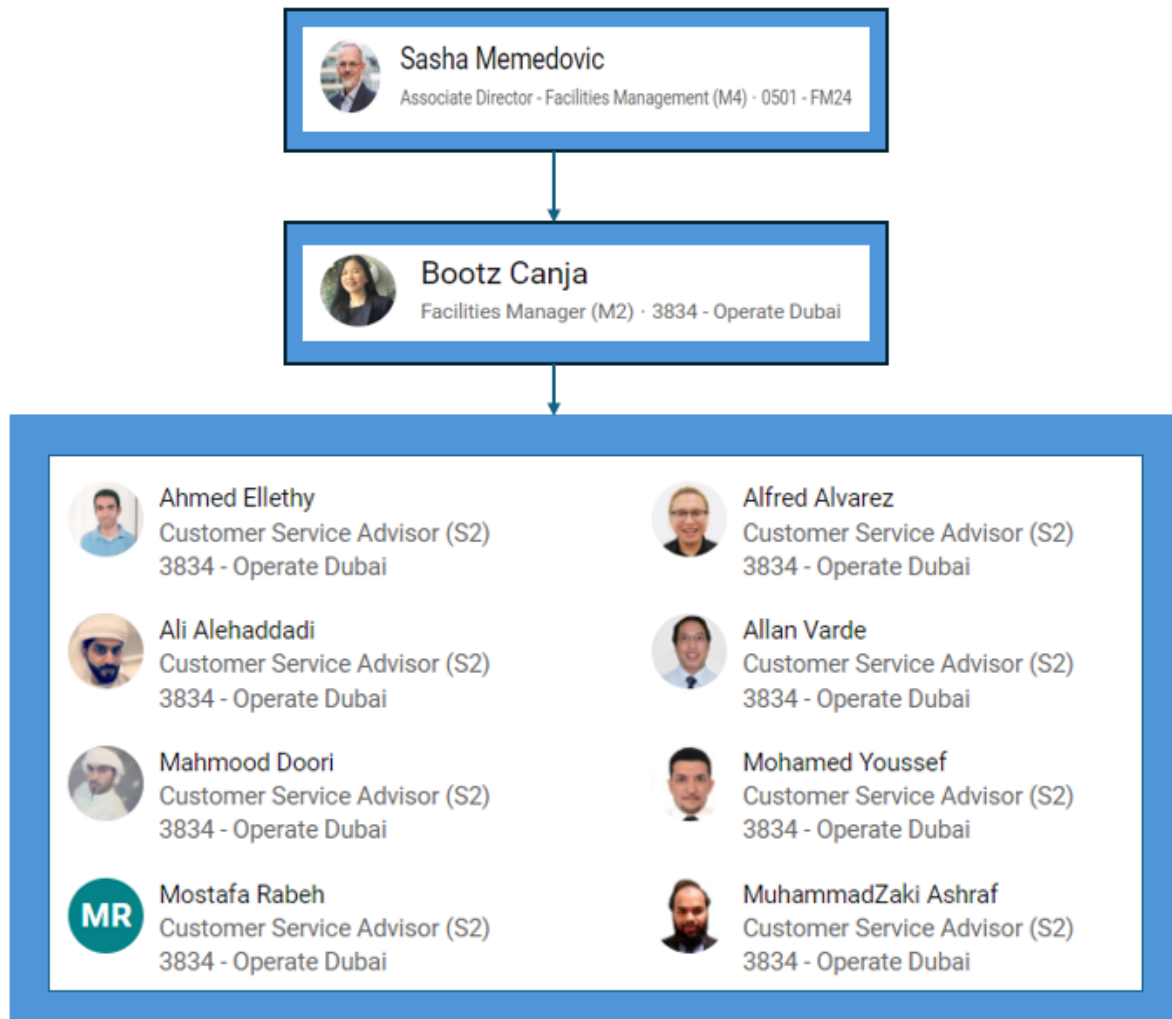
- Client Supervisor/ FM manager to investigate with relevant service supervisor/manager.
- Client Supervisor/ FM manager to draft formal complaint response and send to complainant and copy to client's representative.

All the above process will take no longer than 3 working days from beginning to end.

FM24 Helpdesk Management & Measures (KPI/SLA)

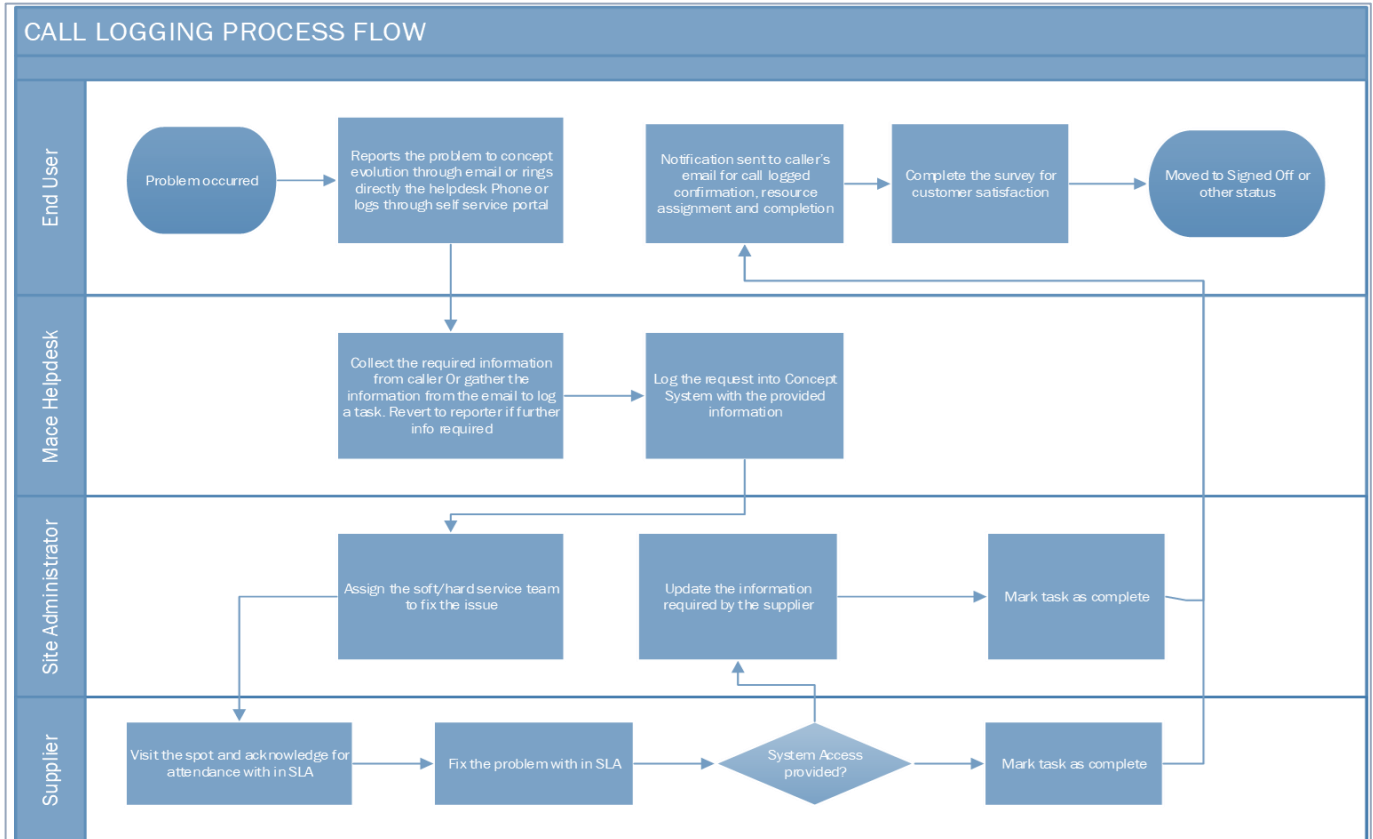


Helpdesk Organizational Chart



Detailed Operation

Reactive Call Logging Procedure



Call Logging Process

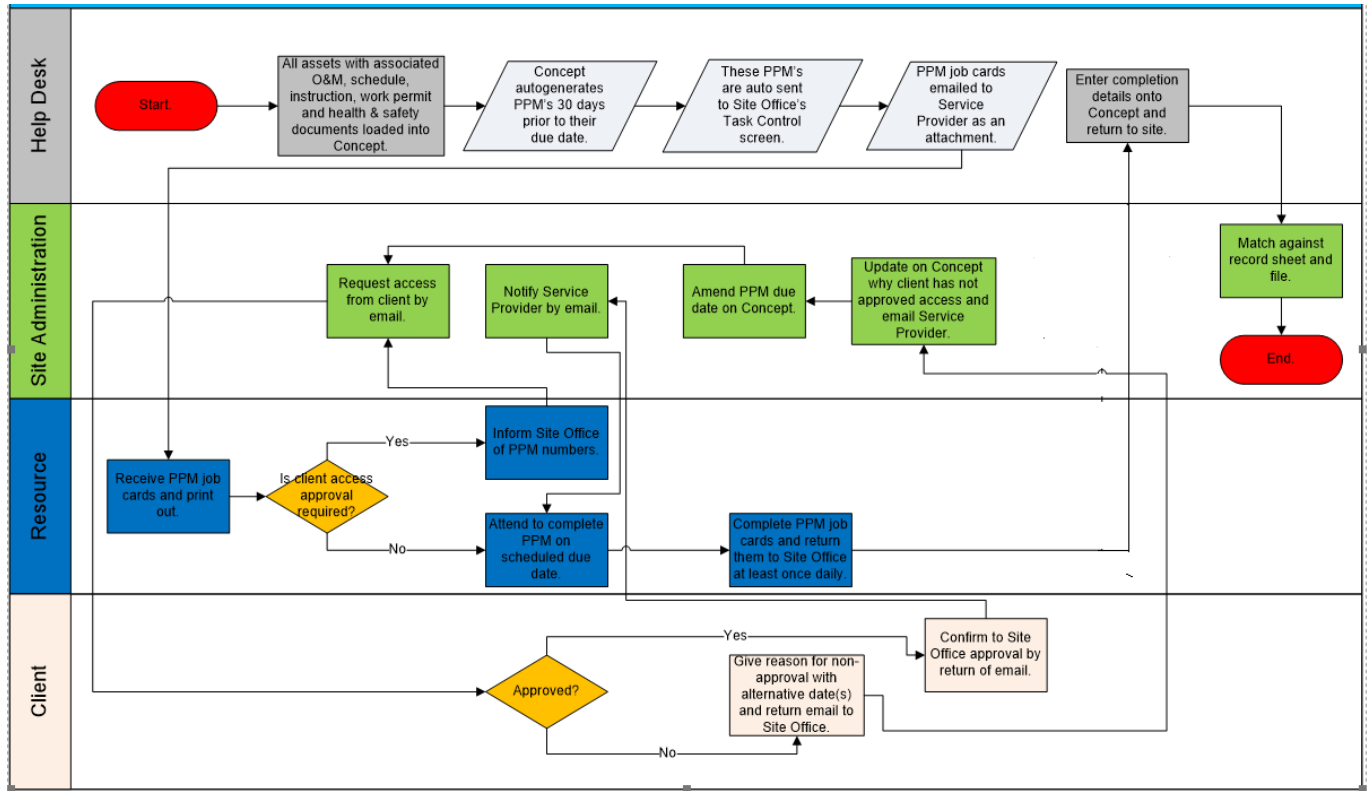
When we log tasks through the proper system, we can track each job raised, assign the correct priority order to the task.

1. End users identify the issue or fault that requires facilities' attention and report to the helpdesk by calling the project dedicated telephone or toll-free number, email, or through the self-service portal.
2. End users provide all the relevant information such as the name, contact number, email, problem/issue/ request, location, and the level of urgency of the request required to address the issue.

3. The Mace Helpdesk captured all the relevant information and logged the requests/faults and select the priority as per the P-codes and assigned a unique reference number, and immediately dispatched to a supplier defined in the CAFM system.
4. End users received an automated 'confirmation email' together with expected timescales for resolution (according to P-codes) when the task is logged on the system.
5. The site administrator and the supplier received the automated email (PDF copy of the job card) as well.
6. The supplier attends the job or visits the spot and acknowledges attendance within the SLA and completes the job.
7. If the supplier has the access to the system to complete the task, then the task can be completed immediately, and the end users received the automated completion notification and complete the survey on the link embedded on the completion report.
8. If the supplier has no access to complete the task, then an update must be provided to the site administrator who will close or complete the job card to the CAFM system, and the end users received the automated completion notification and complete the survey on the link embedded on the completion report.

For updating/completing the tasks on the system the site administration will be responsible for this. Hard copies of job cards will be maintained on site by the site administration team.

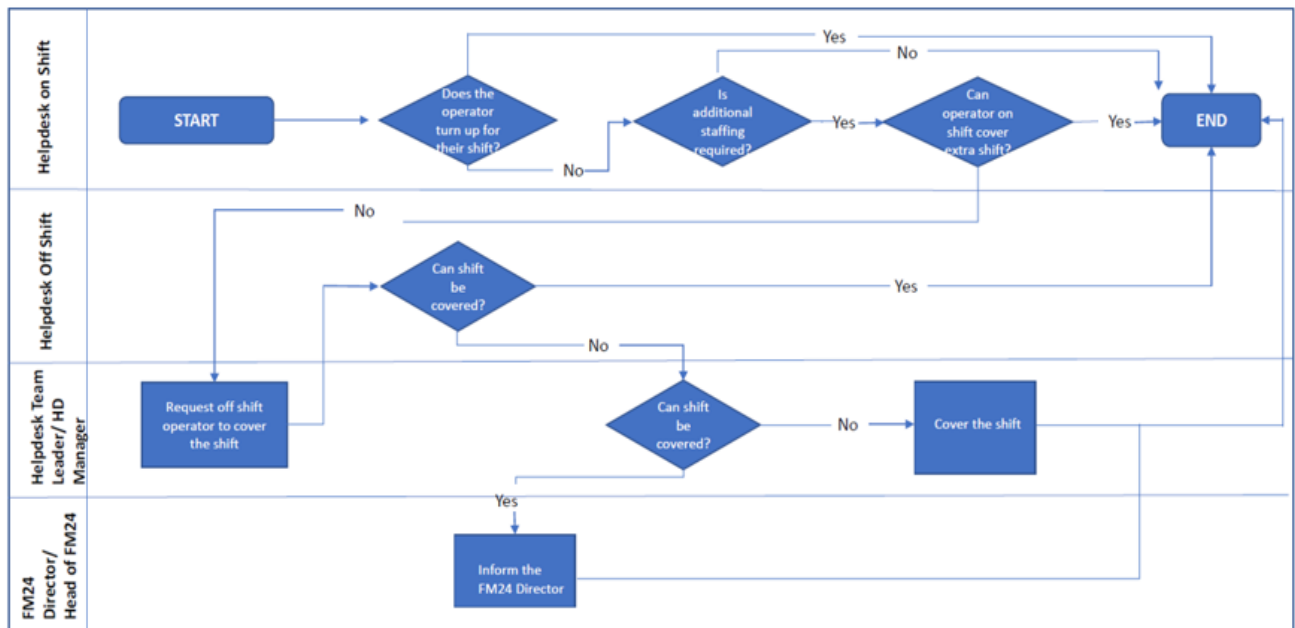
PPM Process



Unplanned Staff Absence Procedure

In case there is a need for a backup staff, the procedure should be followed so that Helpdesk can mobilize efficiently without any disruption to the client.

Unplanned Staff Absence Procedure



BCP (Business Continuity Plan)

IN CASE OF FAILURE OF THE AVAYA SOFTPHONE

- **Event of fire or natural calamity or Internet connection failure**
 - ✓ We have in place a toll-free 800 62276 number that can be used as an emergency number for the supply chain, client, or customers to contact the fm24 helpdesk.
 - ✓ This toll-free number can be easily redirected or diverted to any number of choices of the FM24 HELPDESK operating in the site office.
- **Failure of Avaya contact center or primary server**
 - ✓ We have a PABX back-up system available that can be activated in our Head office.
- **Automatic switchover from Sonus device to Avaya PABX server.**

Loss of FM24 HELPDESK's telephone system

Function and assessment of residual risk

FM24 HELPDESK utilise a multi-channel cloud-based contact centre solution by Avaya. The system provides all benefits associated to a high-availability web-based platform together with all necessary functionality to ensure appropriate routing of calls based on agents' skill-sets, measurement to the key performance parameters and associated reporting.

The residual risk of a complete loss of FM24 HELPDESK's ability to receive calls is very low due to the mitigation measures and contingencies that have been put in place.

Mitigation measures and contingencies

The following table provides mitigation / contingencies against potential failures of individual elements that make up FM24 HELPDESK's voice channel

Element	Mitigation/Contingency
Failure of Avaya contact centre	This risk is mitigated by the architecture of the system which is designed for high availability and operates as one logical system hosted at multiple locations. Whilst the risk of a complete loss of the Avaya platform is low, given a very high business impact FM24 HELPDESK will have in place a non-geographical number(s) that is used by customers

	and Supply chain / Operatives Providers when contacting the FM24 HELPDESK. These numbers can be easily redirected so that they do not terminate on Avaya platform but on any number of the FM24 HELPDESK choice. The change of the destination is carried out via a secure, web-based system and it is instantaneous.
Failure of FM24 HELPDESK voice networks – unable to receive calls sent to the individual agents	Individual agents have software-based phones ('soft-phones') installed on their workstations to receive calls using 'Voice over IP' technology (VoIP). The risk of losing the network and consequently the ability to utilise soft phones is mitigated by the multiple networks available to the agents; the dedicated voice network is used in the normal circumstances. An alternative network shall be available. Whilst the residual risk is low due to the mitigating measures in place, a contingency is also in place should both networks fail simultaneously. Avaya platform only requires a Direct-Dial-Inbound (DDI) number for an agent; it could be any voice-capable device including a 'conventional telephone' or a mobile phone. In an unlikely scenario of both networks failing, a set of 'DR Mobile phones' are available to the agents for use while the network fault(s) is being rectified. Access to Intelcom platform and management of the agent status (Ready/Not ready) while the data network is down access is achieved via a 'back-door' facility; an agent can dial a predefined number, enter their PIN code, log on / log off and set their status as appropriate.
Failure of Primary Supplier '08' – non-geographical numbers	The risk of a complete loss of non-geographical numbers is extremely low; the mitigating measures in place are the selection of the market-leading provider that guarantee high availability. In the event of failure the Supplier will e-mail a temporary number(s) as a solution.

Loss of FM24 HELPDESK's CAFM system

Function and assessment of residual risk

Author: BC
 Ref. FM24HDSOPV1
 Date: 30/05/2024

Not Confidential - Internal

FM24 HELPDESK utilise a web-based CAFM System – Concept Evolution. The system is managed and maintained by the System Support Team in the UK and a Maintenance and Support Agreement is in place with the software vendor FSI. The system itself is built on the cloud-based platform (Microsoft Azure), comprising of two ‘nodes’ – Primary node hosted in republic of Ireland and secondary node hosted in Netherlands.

The residual risk of a complete loss of FM24 HELPDESK’s CAFM System is very low due to the mitigation measures and contingencies that have been put in place.

Mitigation measures and contingencies

The following table provides mitigation / contingencies against failures of FM24 HELPDESK’s CAFM system and/or corruption of data held in the system.

Element	Mitigation/Contingency
Failure entire data-centre	This risk is mitigated by the mirroring of live environment to the second node. In case of the complete failure of Primary data centre, the system would continue to operate from the secondary node. The contingency in place against the both nodes failing simultaneously is the use of manual records (‘Building-Service-Supplier’) matrix which is refreshed on monthly basis and kept in a shared folder on FM24 HELPDESK network.
Failure of individual components (Servers) that make up Concept Evolution platform	All servers are built as ‘Virtual Machines’. Each ‘machine’ is built as a single logical server computer on a number of physical servers to achieve high resilience (i.e. a total failure of a single physical server does not cause the failure of the entire VM) and high scalability (e.g. disk space, memory and processing power can be simply added to a VM by assigning additional resources from underlying physical servers, rather than adding physical hardware such as memory, hard-disks or additional CPUs) The contingency in place against failure of individual (or multiple) servers that would render the concept Evolution system non-operable is the use of manual records (‘Building-Service-Supplier’) matrix which is refreshed on monthly basis and kept in a shared folder on FM24 HELPDESK network.
Loss of FM24 HELPDESK’s data / corruption of data	A rigorous backup regime is in place allowing to ‘restore data to a point in time’. The restore test is carried out at least once per quarter when the production environment is copied onto User Acceptance Testing (UAT) environment by restoring the recent full backup of the live database.

Loss of FM24 HELPDESK's Data network (Internet connectivity)	In this scenario, the system is fully operational but the FM24 HELPDESK team are unable to access it due to the complete failure of FM24 HELPDESK communication circuits to the Internet. Mitigating measures are 'in built' feature of FM24 HELPDESK's corporate infrastructure As previously stated; the contingency is the use of manual records ('Building-Service-Supplier') matrix which is refreshed on monthly basis and kept in a shared folder on FM24 HELPDESK network and use of 'DR Laptops' that have '3G cards' for accessing the Internet via cellular network.
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AVAYA Soft Phone/ Telephony System/ IMPERIUM SERVICE PROVIDER

Available Features

- **Agent desktop & Avaya Workplace**
 - Dependent to the company VPN
 - Installed to the agents' laptop.
- **ACCS (Avaya Contact Center Select) VPN**
<http://10.102.31.36:31380/Login/?returnpage=../services/UnifiedAgentController/workspaces/#/home>
- **ACCS (Avaya Contact Center Select) - Public (Supported by Public Wifi)**
- <http://ucavaya.macegroup.com:31380/Login/?returnpage=../services/UnifiedAgentController/workspaces/#/home>
- **CRM Connector** – For Outgoing Call dialing project wise (installed to the agents' laptop)
- **DASHBOARD**

<https://maceaccs/Reporting/Realtime/>
- **CALL RECORDING**
<https://10.102.31.22:7070/WebManagement/WebManagement.html>

Internet/ Avaya critical issues:

Such as Internet outage, Inbound and Outbound calls issue/ unable to login Avaya for all Agents.

- Immediately report the issue to Avaya Team (Natesh -0553406917 & Venkat)

Avaya telephony normal request and issues: -

- Send request to support@imperiumapp.com

Imperium Support Protection Escalation Matrix			
24X7 Help Desk	Level I	Level II	Level III
Imperium Support Team	Venkat	Rajitha	Ravimani
+97142443417	+97142443417	+97142443417	+971556073335
support@imperiumapp.com	venkat@imperiumapp.com	nair.r@imperiumapp.com	ravimani.r@imperiumapp.com

Escalation of Trouble Reports		
Response Level	Action Level	Escalation
Response Level – 1	Software support Engineer	Team Lead
Response Level – 2	Team Lead	Project Manager
Response Level – 3	Project Manager	Head – Service Delivery

Support Resolution Matrix		
Severity Level	Response Time	Resolution Time
Level – 1 (Critical)	60 minutes	4 hours
Level – 2 (Medium)	2 hours	10 hours
Level – 3 (Low)	4 hours	24 hours

ESCALATIONS:

Helpdesk Operations:

- Bootz Canja
- Sasha Memedovic

Concept Evolution/ MRI/SharePoint/PowerBI/Prism

For Emergency issue like Concept Failure during out of hours please call **as per the ON CALL ROTA.**

Working Hours: 8AM UK time till 5.30PM UK

Outside of these hours, please call the Primary contact for the month you are in and if there is no answer from them, please contact the Kai.

Contact Names and Telephone Numbers	
Contact Name	Contact Number
Kai	+447946153844
Louise	+447879492886
Peter	+447925887846

All Concept Issue, reports request and other concept admin related issues should be logged or email to to the Support Team in the UK.

- <https://www.fm24systems.com>
- support@fm24systems.com

IT Issues

- **IT requests and incidents:**
- Contact **800 0182958**
- Service Desk Web Portal
- Email to itsupport@macegroup.com/
 - VPN
 - Outlook
 - Other IT requests

CONCEPT TRAINING MANUAL



Concept v5.3 Training
Manual_v4.1 (1).pdf

TELEPHONE ETIQUETTE

Dos and Don'ts for answering the calls:

- **Answer with a greeting, introduce yourself and the company.**

- Keep your introduction brief.

Thank you for calling “[Your first name] and [Project]. “How may I assist you?”

Opening Spiel:

Thank you for calling Macro! This is _____.
How may I help you today?

Follow up spiel:

Are you calling to raise a new request or following up on the existing one?
Could you please tell me your location, contact information, and requests?

Closing Spiel:

Is there anything else I can assist you with?
Thank you for calling Macro. Have a good day!

- Make a conscious effort to **pronounce the customer's name correctly** and to use it consistently. By this, you are giving them the warmth to start on a positive note.
- **Listen and comprehend/ pay attention to every detail.**
 - Take an interest in the customer's problem and **actively listen** to what they have to say.
 - As you listen, make efforts to comprehend what they're saying, which may include reading between the lines or recognizing the context.
 - Remember that understanding is the first step toward helping.

- **Talk professionally, Speak Clearly and Calmly**
 - Customers can acknowledge what you speak or feel they have your complete attention only if you speak calmly.
- **Regard the Power of Notetaking**
 - Make notes while you listen to customers about what's essential (any specific dates and figures) during long-winded client explanations.
 - This ensures that you have the **important points** before you move right into problem-solving.
- **Identify Customer's Issue and inform what you are going to do.**
 - Once you've figured out what the customer's issue is, state explicitly **how and when you'll resolve it**.
 - Customers can be reassured further by calling them back or sending email describing the problem and the steps you plan to take.
- **Speak Professional, Clearly and Calmly**
 - Customers can acknowledge what you speak or feel they have your complete attention only if you speak calmly.
- **Use the Right Language**
 - Use of slang and rude words on a personal call may be acceptable, but on a business call, we risk losing customers.
 - Always **be respectful** and avoid making inappropriate jokes.
 - Use formal language to eliminate the possibility of offending customers with what you say.
 - Set **positive words and phrases** in your speech, for example: Absolutely, Certainly, Wonderful, Delighted
- **Maintain the Right Tone**
 - Use a cheerful, **optimistic tone** to encourage clients to reciprocate.
 - Maintain a **polite tone** as well and **be courteous** throughout the call. To give an instance, you could have problems hearing a caller at times. However, you should never blame their phone or signal. Politeness is essential in this situation. There's nothing wrong with expressing yourself.

"I really apologize! Could you repeat that for me because I'm having difficulties hearing you?"
- **Smile when you Talk**

- Our brains can detect a smile from the way we speak! According to research, **smiling while speaking on the phone** changes your tone of voice, so make sure your agent sounds pleasant while chatting with customers.
- On the phone, words and tone are far more significant for effective communication than in a face-to-face conversation.
- **Never Interrupt, seek permission if you want to interrupt.**
 - When your customer is speaking to you, **never interrupt them**, especially if they are upset.
 - Train your agents to pay attention to every detail of the customer's tale, even if it takes more time.
 - After the customer has finished speaking and expressed his or her concerns, we may offer to ask clarifying questions to ensure that they completely understand the customer's situation.
- **Remain Patient when Under Pressure**
 - Do not tell outraged customers to calm down, this is something that people dislike hearing when they have lost their cool. They raise their voices because they are helpless with the situation, they are in.
 - **Agree with them** while they go on. Use **consoling phrases** to support them, for instance,

"How dreadful," "I'm sorry that occurred to you," and "I entirely understand the inconvenience you're feeling".
- **Follow 'On Hold' Rules**
 - Instead of muffling the mouthpiece, press the hold button to communicate with one another. Otherwise, clients may overhear you.
 - Before putting the customer on hold, it is courteous to ask their permission. **"Would it be okay if I put you on hold for a few seconds?"**
 - If the response will take some time, give customers the option of being called back or staying on hold.
- **End the Call on a Positive Note**
 - Hanging up the phone hastily will ruin the entire experience.
 - Follow these steps just before you end the call:
 - **Reaffirm/Summarize** what you have understood and agreed to do about the problem's settlement.
 - Check if the customer requires **any extra assistance by saying "Is there anything else I can assist you with, Mr./ Miss ____"**?
 - **Thank the customer** for calling you to inform you about the issue.
 - **Close the Call** by Saying "Thank you for calling "Project Name"! Have a great day!

Handling Difficult/ Irate Customer

<https://www.callcentrehelper.com/how-advisors-can-destress-after-an-angry-customer-174285.htm>

- [“I’d Like to Speak to a Manager” – 7 Ways to Deal with Difficult Customers](#)
- [How to Handle Contacts from Challenging Customers](#)
- [A Guide to Improving Mental Health in the Contact Centre](#)