

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?”
 - 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.
- **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!

Other Considerations:

- Remember to update each ticket in the call event whenever you receive a follow up call (from all the projects)
- Always go back to the task grid and refer to the previous task if you have doubt
- If unsure take the details and inform the customer that you will need to verify and will get back to him/her.
- Please put reminders/ notes/ script in front of you.