

AGENT HANDBOOK





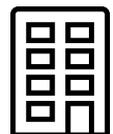
We understand that providing positive client experiences is a challenge for many agents. Based on a study by Ruby Newell-Legne, it takes 12 positive experiences to make up for one unresolved negative experience. That is, if clients give you a chance!

We provide customer experience technology and pride ourselves with our ability to enable great people, like you, with amazing technology that optimizes processes. We have helped organizations across a wide variety of industries, such as health care, ecommerce, retail, hospitality, nonprofit, public safety and more!

In this handbook we have compiled some information to help empower you, the agent, and optimize your communication with clients.

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10 Phrases to Avoid in Customer Service

According to many sources, one-third or more of Americans would consider switching providers after just one bad customer service experience. One major contributor to the success of your business and the quality of your customer service depends on your agents having exceptional communication with your clients. Below is a list of phrases that agents should avoid.

1

"Please calm down."

6

"Please visit our help center find the answer to that."

2

"Sorry, but it's policy."

7

"We've never had this issue before."

3

"I can't help with that."

8

"You're mistaken."

4

"That's not something I can do."

9

"Let me check."

5

"I don't know the answer for that."

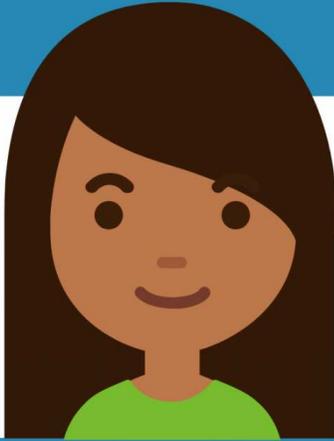
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"That's just how it is suppose to be."



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Phrases to Help Agents Mitigate Complaints

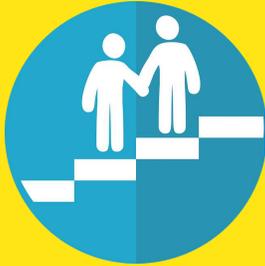


Don't feel obliged to use all of them. Instead pick the ones that you feel work best for any given situation! You want to make the most out of each client interaction. Below are some statements you can use to help lead to the best outcome when mitigating problems that arise when interacting with clients.

1. Please accept my/ our apologies.
2. I can appreciate that.
3. I apologize for any inconvenience this may have caused.
4. Thank you for pointing that out/ bringing this to our attention.
5. I'm / we're terribly sorry about that.
6. I see your point / I understand.
7. Let me see how we can make this better for you.
8. What I'll do right now is ... Then I can ...
9. Thank you for your time and patience!
10. Let me see if I can find a solution for you.
11. Let me see if I understand the issue, ...
12. I can understand why that would be upsetting.
13. Sorry for the trouble this may have caused you.
14. What would you like to see happen next?
15. I can help with that!
16. If I were in your shoes, I'd feel the same way.
17. As an immediate solution, I'd like to suggest that ...

Tips for Call Center Agents

Tip # 1



Show empathy, not sympathy – let clients know you're there to listen and help to the best of your ability.

If the client feels that you genuinely want to help it will calm them down.

Tip # 2

Speak naturally

Don't challenge the veracity of what the client says. Instead lower your voice and slow your speaking speed slightly. Speaking quickly may come across as dismissive.

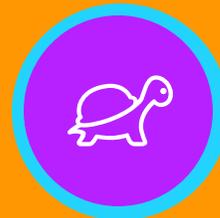
Tip # 3



Don't take it personally

Remember when dealing with angry customers, they aren't really frustrated with you. They're generally angry with the company or their own mistake. Try not to take on those negative emotions yourself.

Tip # 4



Don't Rush



Listen Intently



Find the solution

Be patient – Don't rush to give an answer the second the customer finished the first sentences. Instead be an active listener. This helps to insure you provide the best help to the customer possible.



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Tip # 5

Communicate Thoughtful & Personalized Solutions

Even the most experienced agents should never assume that they know more about the customer's needs than they do. Such assumptions can lead to miscommunication and negative experiences.

The best call center representatives are patient and are able to come up with well-thought-out and detailed solutions!

Tip # 6

Document & Respond to Tickets Efficiently

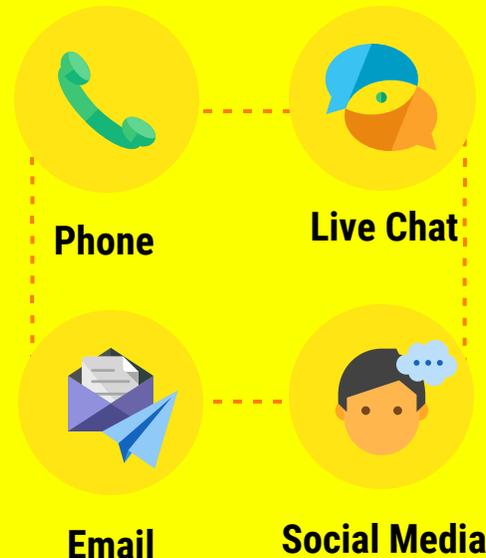
Customers want answers quickly when they have questions. This means that agents need to be organized and able to think on their feet. This also means that agents need to be familiar and comfortable with the contact center technology.

While agents usually receive training, it is a good idea for agents to familiarize themselves with tools like help desks, knowledge bases, and ticketing systems.

Tip # 6

Be a True Omnichannel Agent

Today contact centers are responsible for more than just phone calls. As an agent you may be asked to interact with customers via email, live chat, or even on social media channels. Being able to adapt to the channel you're working on is crucial to providing an omnichannel experience.



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