

Service Center – Call Monitoring Program and Call Handling Guide

Consulting Cloud Preview

Document Heading

Index

Forward:.....	4
SECTION 1 - CALL HANDLING HINTS AND TIPS.....	5
1.1 Tone of Voice.....	5
1.2 Pace of speech and Volume.....	5
1.3 Active listening.....	6
1.4 Interrupting only when necessary	6
1.5 Do not assume.....	6
1.6 Transferring calls correctly	6
1.7 Escalations to Team Leader	7
1.8 Customers with a language barrier	8
1.9 Mouthpiece etiquette	8
1.10 Making an outbound call.....	8
SECTION 2 - HANDLING DIFFICULT CALLS	10
2.1 Control your emotional response	10
2.2 Abusive Customers.....	10
2.3 Escalations to Team Leader	10
SECTION 3 - CALL QUALITY PROGRAM AND ASSESSMENT	12
About Call Monitoring	12
3.1 Used appropriate greeting and identified self by name.....	13
3.2 Confirmed all customer details in the Service Management System.....	13
3.3 Treated customer politely and professionally	13
3.4 Spoke at customer's level avoiding technical jargon.....	14
3.4 Used "hold" appropriately.....	14
3.5 Used the customer's name.....	15
3.6 Portrayed a confident and positive attitude.....	16
3.7 Appropriately performed troubleshooting.....	17
3.8 Provided a work-around or alternatives (where appropriate)	18
3.9 Resolved incident that is resolvable at first level.....	18
3.10 Kept caller focused.....	19

3.11	Take ownership of the call.....	19
3.12	Managed silences in the conversation.....	20
3.13	Recorded actions taken including resolution attempts.....	20
3.14	Assigned call to appropriate second level team (if required).....	20
3.15	Confirmed satisfaction	21
APPENDIX A – CALL MONITORING ASSESSMENT FORM.....		22

Consulting Cloud Preview

Forward:

Within an IT Service Center, the customer experience when calling is just as important as the ability to resolve or handle their issue. As one of the primary entry points into VENDOR X, the Service Center leaves an indelible impression on the customer of the level of professionalism of the organization as a whole.

This program is designed to make it easy for a new or existing Service Center team member to know the standards for call handling and through coaching and experience, achieve these expectations. It provides the guidelines, advice, hints and tips for dealing with all manner of call situations in such a way that the customer is left satisfied with their interaction.

This guide is supplemented by regular call monitoring that will be conducted by your team leader or senior. The intent of call monitoring is twofold:

1. *To gauge the quality of interaction the customer experiences with the Service Center.*

The monitoring will allow the Service Center and Operations to refine and review internal processes as well as provide a regular sample that will give an indication of customer satisfaction.

2. *To assist you in building excellent customer service skills to complement your technical skills.*

Within VENDOR X and in the industry today, it is not enough to just demonstrate good technical skills. A candidate with excellent customer service skills as well as technical skills will always be preferred. Call monitoring will identify your strengths and areas of improvement. Coaching will be provided for the areas of improvement until a point is reached where dealing with the customer professionally in all calls will come naturally.

This program is an integral part of achieving the collective VENDOR X goal of being a Outsourcer of Excellence – an objective that we all need to contribute to.

SECTION 1 - CALL HANDLING HINTS AND TIPS

Call handling hints and tips is a guide for developing a professional technique for telephone communications. It outlines standards for different aspects of managing a call and provides simple examples to assist in ensuring that every telephone interaction is handled with confidence and the customer is left satisfied with their experience.

1.1 Tone of Voice

Tone of voice is often more important than what is actually said as it leaves a lasting impression. Your tone should be welcoming, friendly and positive when answering the telephone, as this will set the mood of the call. For example, if you are tired, stressed or agitated, the customer may hear that in your tone and react accordingly. For this reason, treat every call as your first and best call.

When talking to customers:

- *Use a friendly, cheerful tone*
- *Sound interested*
- *Speak enthusiastically*
- *Control your tone if you become irritated or tense – keep your tone the same so that it is not discernible that you may be getting frustrated.*
- *Ensure you don't become patronizing or authoritarian*
- *Avoid sighing*

Remember, if you are having a bad day, the customer should not know about it. Whilst you may be saying all the right things, your tone can send signals to the customer that can affect the way they respond to you.

1.2 Pace of speech and Volume

Speak at a reasonable pace and volume. Speaking too fast can make it difficult for the customer to understand what you are saying. It may also give the impression that you wish to get them off the phone as soon as possible. Alternately, speaking too slowly can be frustrating and difficult to listen to.

The volume of your voice should be at a reasonable level. Too soft and the customer will have difficulty hearing you. Too loud can be irritating and can come across as yelling.