

“Congratulations for your new job”

CALL CENTER GUIDE



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By Rodrigo Galdamez.

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Customer service

Customer service is about helping your customer to resolve questions , issues , problems or doubts they have about the company you work with.

Most call centers require agents with exceptional customer service skills because the accounts where you will work with want to provide the best customer service ever to their customers.

Think of this SONY hires transactel to handle its customer service and transactel hires you to do it.

To be successful in a call center you need to know the basics of customer service , steps to solve an issue and useful phrases to calm down customers.

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5 easy steps to solve an issue.

1. Validate the customer's feelings:

e.g. Cust: I am so upset your company didn't deliver my order

agent: You are right/I agree with you/I see what you are saying.

2. Apologize for inconvenience

Agent: I am very sorry for that/ I apologize for that inconvenience/

3. Offer a solution

Agent: please let me go ahead and make this up for you , /let me make this right I will.../I can offer you..../

4. Ask the customer if he is satisfied.

Agent: Sir/ma am Is there something else that I can help you with? / Have I resolved this issue to your satisfaction?

5. Thank the customer and wrap up

Ok sir thanks for giving me the chance of making this right for you . thank you for calling to pizza cap have a nice day/ night.

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Some useful tips for customer service

1. Always ask things with Could/ May and Would.

Incorrect : your name?

Correct : Would you give your name please?

Incorrect: give me your address.

Correct: Could you give me your address please?

2. Always thank the customer .

Customer : My address is .. 13 blue cross court

Agent. : Thanks/ I appreciate it/ Thank you so much/ Thank you.

3 .Be empathetic

Put yourself in the customer shoes and offer the best solution possible

4. Be efficient

Resolve issue as soon as possible don't waste time if you are unsure of what to do ask your supervisor.

5. Be accurate

Always tell the truth to customer , don't lie , don't invent.

6. Address customer by last name or first name depends on the customer.

Mr. Smith would you give your address please?

Can I call you Jason sir ?

Is it ok if I call you mary?

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Key spelling phonetically

Key spelling is spelling a word using the first letter of the word and an example

Penny

P-like parrot, E like elephant, N as an Nancy, N as Nancy , Y like an yankee.

This is super important since many times on the phones many consonants sound the same

In a call center you will use information such as names, addresses, credit cards, cities , states and emails and you need to be able to get that information accurately that’s why keyspelling is essential in call center communication

Example customer might say.

My address 11 west borough hensington lane

You will ask the customer to keyspell that like: “ Can you keyspell that for me ?”

Once you get it or you are not sure of the spelling you keyspell the info back to customer.

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This is the **military alphabet** which is very common in call centers

| Character | Telephony | Pronunciation |
|-----------|-----------|---------------|
| A | Alpha | AL-FAH |
| B | Bravo | BRAH-VOH |
| C | Charlie | CHAR-LEE |
| D | Delta | DELL-TAH |
| E | Echo | ECK-OH |
| F | Foxtrot | FOKS-TROT |
| G | Golf | GOLF |
| H | Hotel | HOH-TEL |
| I | India | IN-DEE-AH |
| J | Juliet | JEW-LEE-ETT |
| K | Kilo | KEY-LOH |
| L | Lima | LEE-MAH |
| M | Mike | MIKE |
| N | November | NO-VEM-VER |
| O | Oscar | OSS-CAH |
| P | Papa | PAH-PAH |
| Q | Quebec | KEH-BECK |
| R | Romeo | ROW-ME-OH |
| S | Sierra | SEE-AIR-RAH |
| T | Tango | TANG-GO |
| U | Uniform | YOU-NEE-FORM |
| V | Victor | VIK-TAH |
| W | Whiskey | WISS-KEY |
| X | X-Ray | ECKS-RAY |
| Y | Yankee | YANG-KEY |
| Z | Zulu | ZOO-LOO |

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Useful phrases for customer service and sales

- I am sorry .
- I am so sorry to hear that
- Please let me help you with that
- I will be happy to help you.
- Please tell me what happened.
- I will take care of this.
- I apologize for this inconvenience
- I see what you are saying.
- I totally agree with you.
- Give me a chance to make this right for you.
- Let me make it up for you
- I am listening.
- I understand.
- I am sorry that this happened to you.
- I am here to help you.
- I am on your side
- Lets find a solution together
- Would that be ok with you?
- Is that ok with you.
- Have I resolved this issue to your satisfaction?
- Would it be something else that I can help you with?
- Thank you.
- Please
- Bear with me for a moment
- Give me a minute please while I look into your case
- Would you mind if I place you on hold sir?
- I appreciate it.
- May I have your name so I can address you better?

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How to place a customer on hold.

Many times you will need to place customer on hold to do different activities.

Correct: Would you mind if I place you on hold so I can work on your order?

Incorrect: I will place you on hold.

Correct: Is it okay if I place you on hold while I find a solution for your situation?

Incorrect: please hold.

Hold time should not exceed 2 minutes but if you need more time

You can say **"Thank you for holding Would you mind continue to hold I am still working on your case I will be right back,**

And always remember to thank the customer for holding , **" thank you for holding ms. Claire.."**



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Sales



Your objective with the customer whenever you are selling is : To help the customer to buy.

Your objective with the company is selling as much as you can.

When you sell some customers might present objections here is a list how to overcome objections.

1. Customer I don't have money.

Agent; is there a price range you would like to stay within?

How much would you like to spend?

I can offer you a discount if you place the order right now with me.

2. Customer " I am gonna call back"

Agent; wait sir , whats keeping from placing the order at this time?

You have me on the phone, I can save you time and make sure this order gets placed.

3. I am not sure...

Agent : what is it that you are not sure , maybe I Can help you?

4. Your competitor is cheaper.

Agent. Sir we offert the best products ever, our quality will assure your investment.

5. I gotta talk with my wife

Agent; lets make a conference and call her right now .

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6 easy steps to sell.

1. **Greet the customer** : Hello thank you for calling my name is – how can I help you?
2. **Set the tone:** I ll be happy to help you/ I can assist you with that
3. **Ask the customer for his / her needs.**
What are you going to use the product for?
What are you looking for exactly?
4. **Paraphrase what customer told you.**
Okay sir , you told me you need this cellphone with a camera and internet connection
5. **Offer the product with its characteristics and benefits**
Camera with 5.0 megapixels will allow to best capture special moments in your life and internet connection high speed to keep you up to date
6. **Ask for the sale**
Lets go ahead and place this order ok, may I have your credit card number please?

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Common call center vocabulary

- **Graveyard** : work at night
- **Shift**: the schedule you have from 5pm to 6 am
- **Position**: the place where you sit.
- **Meal**. Usually the time when you eat.
- **Break**: the time you have to relax yourself.
- **Sup**: short abbreviation for supervisor.
- **Lunch**: your lunch .
- **CMS** : the person in charge of breaks , meals , bathroom times.
- **OVERTIME**: work after your shift means more money.
- **VTO**. You can go home earlier but you don't get paid.
- **Day off** : the days that you don't work.
- **Team leader**: also the supervisor-
- **Quality** : the person that monitors you.
- **Coach**: the person in charge of motivating you.
- **Account manager** : the boss of supervisors.
- **IT** : guys in charge of fixing any computer problem.
- **Conversion rate**. Your percentage of sales.
- **Bonus**: extra money or incentives for you to be better.
- **Client** : the owners of the service you work for.
- **HR.**: human resources
- **Badge**: the thing with your picture and ID
- **Log in/ log out** : slave mode on and off.
- **Medical leave**: she or he has incapacidad from ISSS.
- **CSAT**: Customer satisfaction scores.
- **Metrics**: the areas you are evaluated in.
- **AHT**: average handle time ... how long you take in your calls.
- **KPIS** : KEY PERFORMANCE INDICATORS ... important parameters such as CSAT, AHT , ETC.
- **Accion verbal/ escrita.**: the amonestaciones they can give you for not doing things right.

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AMERICAN NAMES, ADDRESSES, EMAILS , PHONE NUMBERS AND CREDIT CARDS

| | | |
|---------------------|---------------------|----------|
| first and last name | Hannah | ROBINSON |
| Address | 668 Amsterdam AVE | |
| city and zip code | New York, NY 10025 | |
| phone number | (212) 580-3770 | |
| Email | mxaie@verizon.net | |
| credit card | 9765-4374-9642-0067 | |

| | | |
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| first and last name | Zoey | HALL |
| Address | 201 S Hill Dr | |
| city and zip code | Brisbane, CA 94005 | |
| phone number | (415) 468-3800 | |
| Email | eliminated3087@google.sv | |
| credit card | 4546-4455-8768-0893 | |

| | | |
|---------------------|-------------------------|-----------|
| first and last name | Beth, | Stiltner. |
| Address | 615 S Rengstorff Ave | |
| city and zip code | Mountain View, CA 94040 | |
| phone number | (650) 397-6000 | |
| Email | huskydog34@yahoo.com | |
| credit card | 9084-6432-3463-8989 | |

| | | |
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| first and last name | Kaylee | BAKER |
| Address | 4112 Grafton St | |
| city and zip code | Dublin, CA 94568 | |
| phone number | (925) 364-7600 | |
| Email | paul_rip@sprint.com | |
| credit card | 3434-6767-9785-2346 | |

| | | |
|---------------------|-------------------------------|--------|
| first and last name | Jordyn | MURRAY |
| Address | 2237 S McDowell Boulevard Ext | |
| city and zip code | Petaluma, CA 94954 | |
| phone number | (800) 654-3636 | |
| Email | youandme9734@xexe.edu | |
| credit card | 0983-6464-0998-6453 | |
| | | |

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|---------------------|---------------------------|----------|
| first and last name | Savannah | CAMPBELL |
| Address | 1624 Pioneer St Suite B | |
| city and zip code | Enumclaw, WA 98022 | |
| phone number | (360) 226-2013 | |
| Email | jamesbond001@usa.net | |
| credit card | 7879-9898-3464-0022 | |
| | | |
| first and last name | Jackson | BLACK |
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| city and zip code | Bellevue, WA 98005 | |
| phone number | (425) 201-1017 | |
| Email | bear.hairy.334@verizon.gt | |
| credit card | 0998-6454-9887-6722 | |
| | | |
| first and last name | Liam | WAGNER |
| Address | 306 E 3rd St | |
| city and zip code | Aberdeen, WA 98520 | |
| phone number | (360) 532-830 | |
| Email | 90_icebaby@gmail.net | |
| credit card | 8348-0983-6730-9873-0093 | |
| | | |
| first and last name | Gavin | FERGUSON |
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| city and zip code | Port Orchard, WA 98367 | |
| phone number | (360) 871-9677 | |
| Email | idogreen.34@newyork.edu | |
| credit card | 7863-0983-7899-8743 | |
| | | |
| first and last name | Nicholas | WEAVER |
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| phone number | (817) 226-7005 | |
| Email | icantswim7548@usa.com | |
| credit card | 0997-0233-7899-0029 | |
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| | | |
| first and last name | Jack | GARDNER |
| Address | 425 Sanford Ave | |
| city and zip code | Newark, NJ 07106 | |
| phone number | (973) 371-5711 | |
| Email | easy_english08@xexe.com | |
| credit card | 0898-8734-9898-8734 | |
| | | |
| first and last name | Aaron | ARNOLD |
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| credit card | 08873-6567-7899-3249 | |
| | | |
| first and last name | Brandon | KELLEY |
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| city and zip code | Paterson, NJ 07501 | |
| phone number | (973) 333-5557 | |
| Email | ilietomymother@yahoo.gt | |
| credit card | 6776-6455-7863-0934 | |
| | | |
| first and last name | Charles | KNIGHT |
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| city and zip code | Paterson, NJ 07513 | |
| phone number | (973) 279-0703 | |
| Email | foreverfriends2340@google.net | |
| credit card | 98933-7678-0934-09304 | |
| | | |
| first and last name | Alyssa | ADAMS |
| Address | 2 Mccurley Dr | |
| city and zip code | New Freedom, PA 17349 | |
| phone number | (717) 441-3968 | |
| Email | zombieisland@verizon.edu | |
| credit card | 8738-9873-7863-0334 | |
| | | |

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| first and last name | Isaiah | DANIELS |
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| city and zip code | Shrewsbury, PA 17361 | |
| phone number | (717) 227-3800 | |
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| credit card | 8734-4502-0934-4123 | |
| | | |
| | | |
| first and last name | Faith | SMITH |
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| city and zip code | York, PA 17402 | |
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| Email | blackops34@newyork.com | |
| credit card | 6567-8783-8734-0022 | |
| | | |
| first and last name | Brody | HUNT |
| Address | 1460 Dale Earnhardt Blvd | |
| city and zip code | Kannapolis, NC 28083 | |
| phone number | (704) 938-4628 | |
| Email | terminator33@usa.sv | |
| credit card | 0934-6347-0020-9922 | |
| | | |
| first and last name | Payton | CLARK |
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| city and zip code | Concord, NC 28025 | |
| phone number | (704) 786-6521 | |
| Email | uwish3r3@xexe.gt | |
| credit card | 9831-0003-0034.8834.8220 | |
| | | |
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| | | |
| first and last name | Jaden | NICHOLS |
| Address | 8237 Chatham Oaks Dr | |
| city and zip code | Concord, NC 28027 | |
| phone number | (704) 792-1277 | |
| Email | umbrella034@sprint.net | |
| credit card | 9928-9920-0021-9934 | |
| | | |
| first and last name | Grayson | SCHMIDT |
| Address | 4760 Flintridge Dr | |
| city and zip code | Colorado Springs, CO 80918 | |
| phone number | (719) 260-6262 | |
| Email | josiu@gmail.com | |
| credit card | 9848-6611-8773-9834 | |
| | | |
| first and last name | Chloe | ANDERSON |
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| Email | king78@verizon.edu | |
| credit card | 9928-0931-6621-9934 | |
| | | |
| first and last name | Isabelle | MITCHELL |
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| phone number | (719) 598-3999 | |
| Email | johsee980@google.net | |
| credit card | 9849-9911-9938-1101 | |
| | | |
| first and last name | Aubrey | LEE |
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| credit card | 9834-1234-0012-2873 | |
| | | |

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| first and last name | Hannah | ROBINSON |
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| city and zip code | Colorado Springs, CO 80920 | |
| phone number | (719) 388-7155 | |
| Email | drunk_girl786@sprint.sv | |
| credit card | 90834-7863-8783-1721-9098 | |
| | | |
| first and last name | Ashley | MITCHELL |
| Address | 65 Bergen St # 1 | |
| city and zip code | Newark, NJ 07107 | |
| phone number | (973) 972-923 | |
| Email | i_love_sex98@xexe.com | |
| credit card | 9384-9834-0908-9042 | |
| | | |
| first and last name | Jayden | BURNS |
| Address | 21 Quitman St | |
| city and zip code | Newark, NJ 07103 | |
| phone number | (973) 679-7709 | |
| Email | justice4u@usa.com | |
| credit card | 8262-82400-9394-0343 | |
| | | |
| first and last name | Riley | TURNER |
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| phone number | (806) 358-873 | |
| Email | kamui_hu@newyork.edu | |
| credit card | 7274-5171-0923-02845 | |
| | | |
| first and last name | Gabriel | HOLMES |
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| Email | hgiant_thing@gmail.net | |
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| phone number | (817) 246-7556 | |
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| credit card | 8872-1356-2357-2569 | |
| | | |
| first and last name | Jordan | PAYNE |
| Address | 1223 S Brundidge St | |
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| phone number | (334) 566-6446 | |
| Email | 9922-9228-0034-9928 | |
| credit card | | |
| | | |
| first and last name | Adrian | HANSEN |
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| city and zip code | Phenix City, AL 36870 | |
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| Email | 87kint@yahoo.com | |
| credit card | 0394-3402-.98932-9083 | |
| | | |
| first and last name | Claire | COLLINS |
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| phone number | (330) 668-6006 | |
| Email | jejejejuu@sprint.com | |
| credit card | 1827-0022-0998-8347-2342 | |
| | | |
| first and last name | Connor | HAWKINS |
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| city and zip code | Cincinnati, OH 45255 | |
| phone number | (513) 474-7110 | |
| Email | workhard980_xexe.edu | |
| credit card | 3432-0934-9893-9834 | |
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| first and last name | Eli | HOFFMAN |
| Address | 5834 Heisley Rd Ste A | |
| city and zip code | Mentor, OH 44060 | |
| phone number | (440) 357-4327 | |
| Email | intonation.w@usa.net | |
| credit card | 3432-9883-9843-0202 | |
| | | |
| first and last name | Zachary | CARROLL |
| Address | 4132 Erie St | |
| city and zip code | Willoughby, OH 44094 | |
| phone number | (440) 942-6675 | |
| Email | mirror.4923@newyork.gt | |
| credit card | 3484-0934-8729-9849 | |
| | | |
| first and last name | Carson | ROBERTSON |
| Address | 642 21st Ave | |
| city and zip code | Fairbanks, AK 99701 | |
| phone number | (907) 457-4292 | |
| Email | loius@gmail.sv | |
| credit card | 0094-8743-8788-9921 | |
| | | |
| first and last name | Nolan | FOX |
| Address | 4136 Bartlett St | |
| city and zip code | Homer, AK 99603 | |
| phone number | (907) 235-8586 | |
| Email | mkana@verizon.com | |
| credit card | 0934-0342-0940-0011 | |
| | | |
| first and last name | Benjamin | DIXON |
| Address | 3310 Jerde Cir | |
| city and zip code | Anchorage, AK 99504 | |
| phone number | (907) 277-6642 | |
| Email | julie98@google.com | |
| credit card | 0949-0041-9840-9842 | |
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| phone number | (907) 486-5411 | |
| Email | angie03@yahoo.edu | |
| credit card | 7342-6348-9834-1191 | |

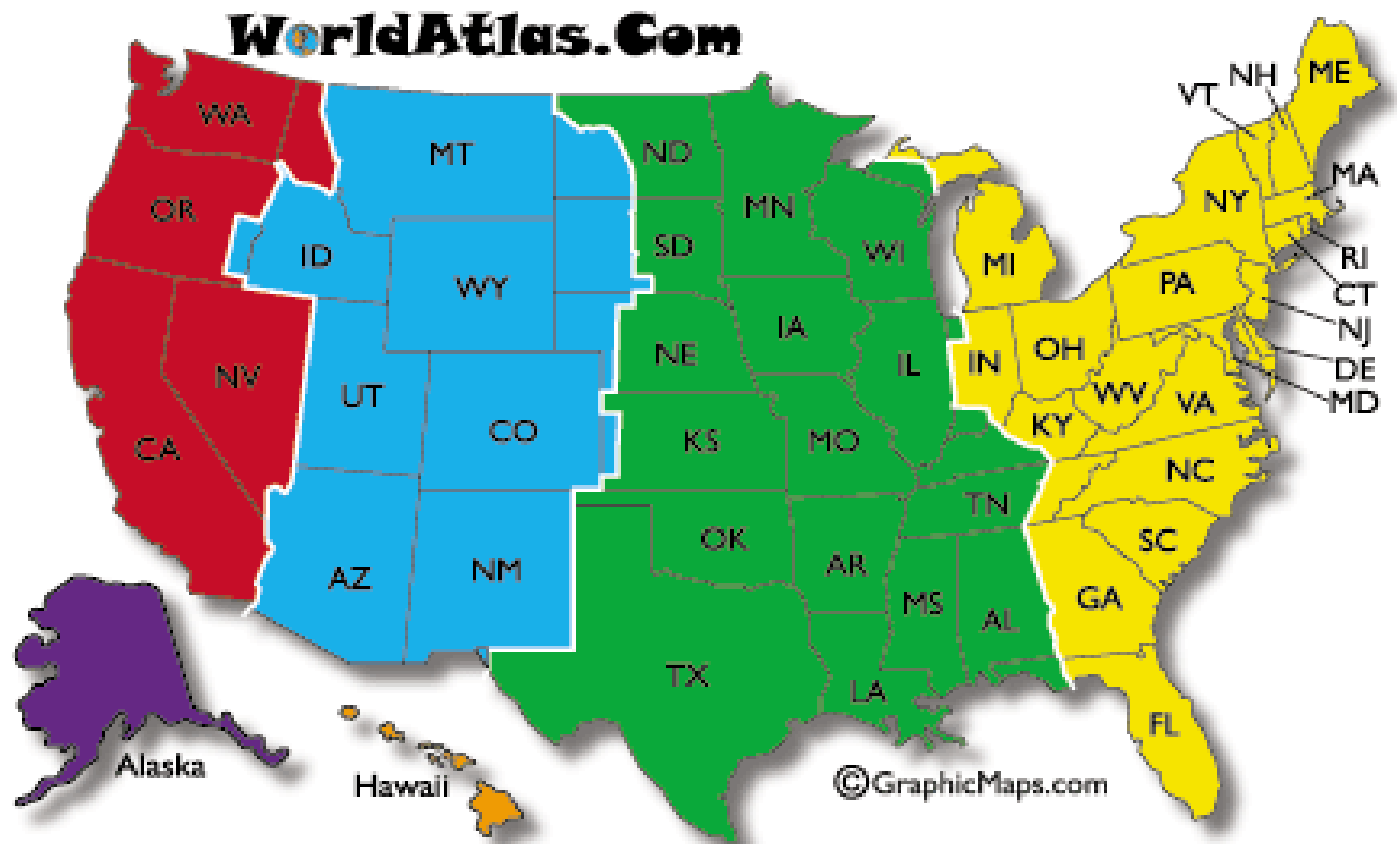
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The most common job interview questions and answers.

1. Tell me about yourself
2. why should we hire you?
3. tell me about your last trip./Christmas.
4. Have you ever worked at a call center before?
5. where did you learn English?
6. what are your weaknesses?
7. what are your strengths?
8. Sell me this product.
9. Role play with me.
10. what do you know about the company?
11. how do you handle stress and pressure?
- 12- what is your time availability?
13. what did you do in your last job?
14. do you have work experience?
15. Why did you quit in your last job?
16. what is your major? Or what are you studying?
17. describe an event in your life
18. tell me one of you biggest accomplishments.
19. how do you see yourself in 5 years?
20. what are your goals in life?
21. how do you calm down an irated customer ? 22. what are your skills?

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Map of the USA



| | | | | | |
|-------------------------|---------------------------|------------------------|--------------------------|-----------------------------|----------------------------|
| WA WASHINGTON | WY WYOMING | OK OKLAHOMA | MS Mississippi | FL FLORIDA | DE DELAWARE |
| OR OREGON | CO COLORADO | TX TEXAS | TN TENNESSEE | WV WEST VIRGINIA | NJ NEW JERSEY |
| NV NEVADA | NM NEW MEXICO | IA IOWA | AL ALABAMA | VA VIRGINIA | CT CONNECTICUT |
| CA CALIFORNIA | ND NORTH DAKOTA | MO MISSOURI | MI MICHIGAN | NC NORTH CAROLINA | RI RHODE ISLAND |
| MT MONTANA | SD SOUTH DAKOTA | AR ARKANSAS | IN INDIANA | SC SOUTH CAROLINA | MA MASSACHUSETTS |
| ID IDAHO | MN MINNESOTA | LA LOUISIANA | OH OHIO | PA PENNSYLVANIA | VT VERMONT |
| UT UTAH | NE NEBRASKA | WI WISCONSIN | KY KENTUCKY | NY NEW YORK | NH NEW HAMPSHIRE |
| AZ ARIZONA | KS KANSAS | IL ILLINOIS | GA GEORGIA | MD MARYLAND | ME MAINE |

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