

## **Lifestyle/Landmark Group Customer Support Calling Script**

### **General Introduction (For All Calls)**

**Agent:** "Hello! Thank you for calling Lifestyle/Landmark Group customer support. My name is [Agent Name]. How may I assist you today?"

**Customer:** [Customer's Response]

**Agent:** "Thank you for sharing that. May I please have your registered mobile number or order ID to access your account details?"

**Customer:** [Provides information]

**Agent:** "Thank you for confirming that. I've located your details. Before we proceed, could you please verify your name for security purposes?"

**Customer:** [Confirms name]

### **1. Order Status & Delivery Inquiries**

#### **Order Status Check**

**Agent:** "I've checked your order status. Your order #[OrderID] for [item description] is currently [status - processing/dispatched/out for delivery]. The estimated delivery date is [date]. Would you like me to send you the tracking details via SMS?"

**Customer:** [Customer's Response]

**Agent:** "I've sent the tracking link to your registered mobile number. You can track your package in real-time using this link. Is there anything else you would like assistance with regarding your order?"

#### **Delayed Delivery**

**Agent:** "I understand your concern about the delay in your delivery. Let me check what's happening with your order."

[After checking]

**Agent:** "I see that there's been a delay with your order due to [specific reason if available]. Your package is now expected to be delivered by [new date]. I sincerely apologize for this inconvenience. As a token of our apology, I'd like to offer you [compensation - e.g., discount coupon, loyalty points]. Would that be acceptable?"

#### **Change Delivery Address**

**Agent:** "I'd be happy to help you change the delivery address. Please note that we can only change the address if your order hasn't been dispatched yet."

[After checking order status]

**Agent:** "Your order is still being processed, so we can change the address. Please provide me with the new delivery address."

**Customer:** [Provides new address]

**Agent:** "Thank you. I've updated your delivery address to [repeat new address]. You'll receive a confirmation SMS shortly. Is there anything else you need help with today?"

## **2. Returns, Refunds & Cancellations**

### **Initiating a Return**

**Agent:** "I'm sorry to hear that you want to return your purchase. Could you please tell me the reason for the return?"

**Customer:** [States reason]

**Agent:** "Thank you for explaining. Based on our return policy, your item is eligible for return. I'll initiate the return process for you. A pickup will be scheduled within the next 24-48 hours. You'll receive an SMS with the pickup details shortly. Once we receive and inspect the item, the refund will be processed to your original payment method within 5-7 business days. Is there anything specific about the return process you'd like me to explain?"

### **Refund Status Inquiry**

**Agent:** "Let me check the status of your refund for order #[OrderID]."

[After checking]

**Agent:** "I can see that your return was received at our warehouse on [date]. The refund has been [processed/is pending]. If processed, it should reflect in your account within [timeframe based on payment method]. If you don't see the refund by [date], please don't hesitate to contact us again."

### **Cancellation Request**

**Agent:** "I'll help you with cancelling your order. Let me check if it's eligible for cancellation."

[After checking]

**Agent:** "Your order #[OrderID] is [still being processed/has already been dispatched]. Based on this status, [we can cancel it/we cannot cancel it as it's already been dispatched]."

**If cancellation possible:** "I've processed the cancellation for you. The refund will be initiated to your original payment method and should reflect in your account within [timeframe]. You'll receive a cancellation confirmation via SMS shortly."

**If cancellation not possible:** "I'm sorry, but since your order has already been dispatched, we cannot cancel it at this stage. However, you can refuse the delivery when it arrives, or you can return the item after receiving it using our easy return process. Would you like me to explain the return process?"

### 3. Payments & Billing Issues

#### Payment Failure but Amount Deducted

**Agent:** "I understand your concern about the deducted amount. Let me check this for you."

[After checking]

**Agent:** "I can see that there was a transaction on [date] for [amount], but it appears that the payment was not successful on our end, although it was debited from your account. This is typically a temporary hold that your bank places and should be automatically reversed within 5-7 business days. Would you like me to send you a confirmation email about this transaction for your records?"

#### Discount Code Application

**Agent:** "I'll help you apply that discount code. Please allow me a moment to check the code's validity and conditions."

[After checking]

**Agent:** "The discount code [code] is valid until [date] and applies to [conditions - e.g., minimum purchase amount, specific categories]. For your current cart with [items], the code [will apply/won't apply because of specific reason]. Would you like me to help you find another applicable discount code or proceed with placing the order?"

### 4. Product Queries

#### Product Availability

**Agent:** "Let me check the availability of [product] for you."

[After checking]

**Agent:** "The [product] is currently [in stock/out of stock] in [size/color]. [If in stock: "Would you like me to help you place an order for this item?"] [If out of stock: "Would you like me to check if it's available in any of our physical stores near you, or would you prefer to be notified when it's back in stock online?"]

## **Size/Fit/Material Questions**

**Agent:** "Regarding your question about the [product], [provide specific information about size/fit/material]. For size guidance, we typically recommend [sizing advice based on the specific product]. Would you like me to check if we have this item in a different size or color?"

## **5. Account & Login Issues**

### **Password Reset**

**Agent:** "I'll help you reset your password. I'll send a password reset link to your registered email address. Once you receive it, please click on the link and follow the instructions to set a new password. The link will be valid for 24 hours. Is there anything else you need assistance with?"

### **Update Contact Information**

**Agent:** "I'd be happy to update your contact information. For security purposes, I'll send a verification code to your current registered mobile number/email address. Once verified, we can update your information."

[After verification]

**Agent:** "Thank you for verifying. I've updated your [contact information] to [new details]. You'll receive a confirmation of this change shortly. Is there anything else you'd like to update on your account?"

## **6. Offers & Promotions**

### **Promo Code Not Working**

**Agent:** "I understand you're having trouble with the promo code. Let me check the details of this promotion."

[After checking]

**Agent:** "The promo code [code] is valid from [start date] to [end date] and is applicable on [specific conditions]. Based on your current selection, the code [isn't working because specific reason]. I can suggest an alternative promo code that would work for your purchase. Would that be helpful?"

### **Loyalty Points Inquiry**

**Agent:** "Let me check your loyalty point balance for you."

[After checking]

**Agent:** "You currently have [number] loyalty points, which is equivalent to [value] that you can redeem on your next purchase. These points are valid until [expiry date]. Would you like me to explain how to redeem these points on your next purchase?"

## **7. Technical Support**

### **App/Website Issues**

**Agent:** "I'm sorry to hear you're experiencing issues with our app/website. Let me guide you through some troubleshooting steps."

[Provide relevant troubleshooting]

**Agent:** "Have these steps resolved the issue? If not, I can escalate this to our technical team for further investigation. They'll need details about your device, operating system, and when exactly you're facing this issue. Would you like me to do that for you?"

## **8. Feedback & Complaints**

### **Service Complaint**

**Agent:** "I sincerely apologize for the negative experience you've had. Your feedback is extremely valuable to us. Could you please provide more details about the issue so that I can address it properly?"

[After listening]

**Agent:** "Thank you for sharing that with me. I understand how frustrating this situation must be. Here's what I'm going to do to resolve this issue: [outline specific steps]. I'll personally ensure this matter is addressed. Additionally, I'll be documenting this feedback to help improve our service. As a token of our apology, I'd like to offer [compensation - e.g., discount coupon, loyalty points]. Would that be acceptable?"

### **Call Closure (For All Calls)**

**Agent:** "Is there anything else I can assist you with today?"

[If yes, address the additional query]

[If no]

**Agent:** "Thank you for contacting Lifestyle/Landmark Group customer support. We value your business and appreciate your patience. If you have any further questions, please don't hesitate to call us back or use our online chat support. Have a wonderful day!"

### **Escalation Procedure**

### **When to Escalate:**

- Customer specifically requests to speak to a supervisor/manager
- Issue remains unresolved after standard procedures
- Customer expresses significant dissatisfaction
- Complex issues beyond standard script scenarios

### **Escalation Script:**

**Agent:** "I understand your concern, and I want to ensure it's addressed properly. I believe this matter would be best handled by my supervisor who has more authority to assist with your specific situation. Would you mind holding briefly while I transfer your call to them? I'll make sure to brief them about your situation so you won't need to repeat everything."

[Before transferring]

**Agent:** "Thank you for your patience. I'm transferring you to [Supervisor Name], who will further assist you with this matter. Please hold while I connect you."

### **Common Phrases for Difficult Situations**

- "I understand your frustration, and I'm here to help resolve this issue."
- "I apologize for the inconvenience this has caused you."
- "Let me see what I can do to address this situation for you."
- "While I look into this further, may I ask a few more questions to better understand the situation?"
- "Thank you for your patience as we work through this together."
- "I appreciate you bringing this to our attention."
- "I want to make sure I fully understand your concern. To confirm, you're saying that..."

### **Important Notes for Agents**

1. Always maintain a calm, professional tone, especially during difficult conversations.
2. Use active listening techniques and acknowledge the customer's concerns.
3. When in doubt about a policy or procedure, place the customer on a brief hold to consult with a supervisor rather than providing incorrect information.
4. Document all interactions thoroughly in the customer's account.
5. Follow up as promised - if you tell a customer you'll call back with information, make sure to do so within the committed timeframe.
6. Remember that every customer interaction represents the Lifestyle/Landmark Group brand.
7. Prioritize first-call resolution whenever possible.
8. Always offer alternatives when saying "no" to a customer request.
9. Personalize the conversation by using the customer's name.
10. End every call by confirming the customer has no other questions or concerns.

