

Call Quality Guide

CONNECT

Greeting:

- "Thank you for calling Verizon Connect my name is _____. How can I help you today"?

Acknowledges:

- "Certainly, I can help you with (reason for calling)
- "So if I understand you correctly, you are calling about (reason for calling)
- "So let me clarify, you are calling in today about (reason for calling)
- "Ill be more than happy to help you with assisting you to resolve (reason for calling)

Call Mechanics: These things could possibly get points deducted from your overall quality score.

- Long periods of silence while researching information/troubleshooting without providing updates to customer
- HOLD TIME SHOULD BE NO MORE THAN 2 MINUTES. If you will need more time, check with customer at 2-minute mark, advise more time will be needed, apologize for extended hold time and ask for permission to place back on hold for 2 more minutes
- **DO NOT USE MUTE**
- Not asking permission before placing the customer on hold
- Not thanking the customer for holding upon return
- Over talking, interruptions, self-talking and rate of speech
- Not actively listening to customer or not responding appropriately to question or concern

Rapport:

- "How is your day so far?"
- "I see you drive in Atlanta, how is the traffic there?"

Simply using the customer's name when addressing:

- "Thank you for the number, (state customers name)"

Provide empathy when the opportunity presents:

- "I understand your frustration with this issue, give me one moment while I look into your issue."
- "If I were in your position, I would feel the same way."

- "I agree with how you feel about this, give me one moment while I look into your issue"

DISCOVER

Inquire: Ask appropriate questions to narrow the focus of the concern or request

- "(Customer's name) you have told me that the unit in your truck is not reporting, so I would like to ask a couple of questions to see if we can narrow down the issue, ok?"
- "I see your email states (state issue) Can you tell me more about the issue and how long you have been experiencing this?"

Assess: Use appropriate tools to diagnose/resolve customer issue according to process. After you have used the tools, provide the customer with results (In this section DO NOT USE internal jargon)

- "While troubleshooting, we discovered (results from discovery). I believe there may be an issue with _____."

RESOLUTION

Solution:

- "Now that we have established that (state results from discovery), I would suggest that we resolve this by having a tech come out to determine why the unit has lost power."
- "So, based on my investigation it appears (state results from discovery). I believe the best course of action is to send a tech out to assist you."
- "Thank you for answering those questions, that was very helpful in assisting me to determine the proper solution. I am confident (state results from discovery); the best solution is to have a tech come out and restore power."

Gain Agreement:

- "Now that we have determined that (state issue discovered), let's go ahead and schedule a tech to come out, okay?"

- “Based on the troubleshooting steps we have performed today, we have resolved your Bluetooth connection issue, correct?”
-

Recap: Briefly explain the reason for the call and the steps taken to complete the request and offer case number.

- “What we have done today (customer’s name), you called because you could not connect to your vehicle Bluetooth, I was able to determine the Bluetooth on your tablet was turned off and walked you through how to turn it on. I would like to provide you with your case number for your reference (case number)”

Close: Required at the end of every call

YOU MUST PROACTIVELY look for other open cases. If an additional open case is found, provide customer with update on the case. If no additional cases are found, proceed with closing.

- “May I assist you with anything else?” Thank you for being the best part of Verizon Connect.”
- “Here is your case number (case number). Can I assist you with any additional issues today? Thank you for being the best part of Verizon Connect.