Being Clear and Polite

It is incredibly important that you develop the best communication skills possible with your customers. Some of these skills include speaking clearly, effectively, efficiently, and politely.

Let’s talk about the skills

**Open and Closed Questions**

It is important in call center transactions to be able to ask the right questions in the correct way, particularly when the caller has a complicated problem that needs resolving. There are three main types of questions:

Open questions: These require a response that contains information or details. Open questions are sometimes called wh questions because they start with what, where, when, who, as well as how. These questions are useful on the phone when you are probing for information. wh questions are formed with WH(AT) + auxiliary + subject pronoun + main verb: What + did + you + say?

Closed questions: These questions require a “ yes” or “no” answer. They are useful on the phone for checking information. They are formed with AUXILIARY (do / did / can, etc.) + subject pronoun + main verb: Did + you + say + that … ?

Question tags: Another form of a closed question is the question tag: You said that … didn’t you? These questions are useful also for checking and confirming information with the caller. They are formed with the subject pronoun and auxiliary (isn’t, haven’t, can’t, etc.) or don’t / didn’t.

**Explaining Information Clearly**

Speaking clearly and effectively with your customers is an important skill a BPO agent must have. You want to be able to explain procedures, policies, and other aspects of your company to your customers so they walk away without any questions. Clear and effective speaking also gives the customer a good impression of you as well as your company. Customers do not want to speak with someone who cannot articulate points clearly. Customers want their questions answered as quickly as possible and in a polite manner. Doing this shows that your company appreciates their business. Speaking efficiently shows that you are knowledgeable on the topic or problem you are speaking to the customer about.