Jane Irish Ayop

Mock Call (Call flow guide) Notes

**Step 1:** open the call/ opening spiel

“*Thank you for calling [company’s name], this is [name], how may I help you”*

*“Thank you for calling [company’s name], how may I be of service?”*

*Concern/problem:* overcharging (the company are supposed to charge the customer $30.00 per month but instead charged them $33.00)

**Step 2:** empathize/apologize/assure

*“Sure, I’ll be happy to pull up your account now and check the billing details for you.”*

Let the customer know that you acknowledged their concerns and is happy to help them resolve it.

Empathize: saying sorry but not your company’s fault

*“Oh, I’m so sorry to hear that, that must be really hard for you..”*

Apologize: saying sorry when it’s clearly your company’s fault. Do not own the mistakes if it’s not clear or not plainly the company’s fault. It’s detrimental to the company’s name and we don’t want to resolve mistakes we didn’t make.

*“I apologize for this inconvenience..”*

Assure: when customer is only asking for answer to her question.

“*Sure, let me check..”*

**Step 3:** Confirm the customer’s account

You have to make sure the person you’re talking to is the owner of the account for security purposes. Must never forget.

*“Can I have your account number together with the first and last name in the account?”*

**Step 4:** Probe/ ask relevant questions (if applicable)

Probing – asking the customer a question in order to gain clarity of her situation/concern.

“*It was in the month of July this year right? 2020?”*

**Step 5:** Solve the problem/ answer the question

After gathering all the relevant information, you solve the problem.

**Step 6:** Offer additional assistance.

Very important. Will make your customer feel heard and important.

*“Is there anything else I can help you with today?”*

**Step 7:** Close the call / closing spiel

*“Thank you for calling [company name], have a good day.”*

Demo (real estate)

R: “Hello, thank you for calling La Mia Homes. You’re speaking to [agent name]. How can I help you today?”

C: “Hi, I came across your website. I wanted to inquire about your houses”  
R: “Sure, I’ll be more than happy to guide you through our offers. But first, I will have to ask a few questions as I also wanted to make sure we are a good fit for you, is that all right?”  
C: “sure”

R: “May I ask if you are in urgent need of a place and want to move in immediately?”

C: “We are not in a rush to move in but we’d like to have a place three months from now.”

R: “uhuh. What issues/problems do you have in your current place?”

C: “Oh, our place is currently not enough for all of us to live in now; we are four in our family and we wanted to have a larger space and four bedrooms.”

R: “Great! We have a place for you. It is a two-story semi-furnished house-and-lot with four bedrooms. A master’s bedroom, one guest room with a double-decker bed, and two other rooms. The kitchen already has a countertop, a sink, a chimney, and cupboards. This has a large living room where everyone can move around. It comes with a sofa, couches and a center table. The dining room can accommodate 8 people and it also already has a dining table and chairs. This place also has a small lawn and a garage where you can park your car if you have one. We also offer other units with a similar interior offer but it doesn’t have a lawn and garage and it’s cheaper than the former offer. How about it?”

C: “Hmm. The former one sounds more appealing to us.”  
R: “Amazing. Since you already pre-approved, I just need to confirm your billing address, phone number, and email address.”

C: “My billing address is apartment 03512, Coastal Road, Los Angeles California. Email is [robinsontaylor@gmail.com](mailto:robinsontaylor@gmail.com) and my phone is 09765432099”  
R: “Got it. We can assign an agent for you next week to visit the unit, and then let’s set a time to chat so I can hear how things are going, answer any more in-depth questions for you, and settle the deal. Would next week same day/time work?”  
C: “Yes.”

R: “Thank you for calling La Mia Homes, have a good day.”

3rd floor Claro M. Recto Ave, Cagayan de Oro, 9000 Misamis Oriental  
Dell Laptop (Dell G15 60,299.00, Dell G3 15 3500, which amo)  
R: “Hello, thank you for calling customer service. You’re speaking to Jane. How can I help you today?”

C: “Hi, I came across your website. I wanted to inquire about your laptop.”  
R: “Sure, I’ll be more than happy to guide you through our offers. But first, may I know how to refer to you?

C: “sure my name’s..”

R: “Okay miss.., I will have to ask a few questions as I also wanted to make sure we are a good fit for you, is that all right?”

C: sure

R:”Miss Nate, May I ask for the reason why you need a new laptop?”

C: “I’m a journalist and I want a laptop for work and gaming purposes.”

R: “uhuh. All right. Work and gaming. What about the budget? So that I could give you the best with your prince range.”

What issues/problems do you usually have with your current laptop?”

C: “Oh, our place is currently not enough for all of us to live in now; we are four in our family and we wanted to have a larger space and four bedrooms.”

R: “Great! We have a laptop for you. We have here Dell G15 a gaming laptop that comes with an intel 10th generation, core i7 processor running at 2.2 gigahertz. It has 16 gb of ram, 512 gb of nvme solid-state storage, it comes with a 15.6-inch 1080p screen capable of running at 120 hertz and on top of that it comes with an RTX 3060 with six gigabytes of ram. Are you still following? Engineered by alienware-inspired thermal design that incorporates a dual air-intake from the top of the keyboard and the bottom of the G15. With this engineering, you won’t have a problem using these for hours without your laptop heating. How about it?”

It has 7.66in x 13.61in x 15.61in physical dimension and a 2.34kg weight which is light enough to carry around with  
  
you can buy this at your nearest Dell store, mostly located in the malls near you. This is also available on dell’s official shopee and lazada store online.

C: “Hmm. The former one sounds more appealing to us.”  
R: “Amazing. Since you already pre-approved, I just need to confirm your billing address, phone number, and email address.”

C: “My billing address is apartment 03512, Coastal Road, Los Angeles California. Email is [robinsontaylor@gmail.com](mailto:robinsontaylor@gmail.com) and my phone is 09765432099”  
R: “Got it. We can assign an agent for you next week to visit the unit, and then let’s set a time to chat so I can hear how things are going, answer any more in-depth questions for you, and settle the deal. Would next week same day/time work?”  
C: “Yes.”

R: “Thank you for calling Dell customer service, have a good day.”

In terms of its appearance, the first thing you'll notice is that the entire body is all plastic is a two-toned gray plastic, but you wont have to worry about its durability. when it comes to connectivity dell has a nice selection of ports. It has an ethernet port you have three usb A ports, one usbc and an hdmi port which means you can have up to two external monitors for more productivity.

REFUND

CLIENT: Hi, I purchased a product from your site around January? I was supposed to give it to my boyfriend for his birthday last February 27 but I never received the item. I paid 120$for it. It says on the order status that the product should be delivered on February 20th. I just would like to ask if it is possible to get a refund?

A: I see. I am very sorry for the inconvenience. Do not worry, I’d be more than willing to assist you with your concern. Before we proceed, can I please have your first and last name together with your order number.

best call back number so that I can call u back instead if this call gets disconnected?

C: Sure! My name is Grace Adams. My phone number is 000-876-9565

A: Alright! Thank you so much. Going back to your concern, can you please provide me the order number? (Probing questions)

C: The order number? I do not think I have that. Where can I look for the order number?

A: A confirmation email should be sent to you after your purchase. Can you please check the email that you used when you purchased the item?

C: Okay. Hold on. I am checking on it and I was not able to see any confirmation email.

A: I see. I am very sorry about that. Can you please try to check your spam messages or junk mails just to make sure?

C: Yep. One moment

A: Alright. No worries. I will wait here.

C: I have checked, and I was not able to see any order number.

A: I see. May I ask for the email address that you used to purchase the item? (Probing question)

C: Sure! It should be my personal email [aadbe1@gmail.com](mailto:aadbe1@gmail.com)

A: Thank you! Let me just confirm, the email address is A-A-D for David, B for bravo, Eforecho and 1 @ gmail.com

C: Correct!

A: Thank you! Is it okay with you if I put you on hold for a minute or two? I just have tocheckmy resources.

A: Hi, thank you for patiently waiting. I tried to locate your purchase using your email addressand I was able to check your recent purchase. Upon checking here, you purchased a shoes size9UE and it is under your name, Grace Adams. (Confirmation)

C: Yes, that is correct.

A: Thank you! I can see here that you purchased the item on February 11, 2022. Since, it is within our refund policy, we will be able to provide you the refund. However, it might take2-3business days for the money to be transferred back on your account. Would that be fine with you?(Resolution)

C: Great! I was so sad I was not able to receive the item and I thought I wasted my moneyonit. Iam glad I will be able to receive a refund.

A: I am really sorry for the inconvenience. Please expect an email after this call regardingyourrefund. The email that will bent will ask you to confirm if you requested the refund. Please confirm and wait for 2-3 business days, okay? (Empathize/ Acknowledgement/ Providingadditional information)

C: Alright! A: Perfect! Would there be anything else that I can assist you with today aside fromthis? (Of erfurther assistance)

C: No, that’s just it. Thank you so much! A: Alright, before we end this call, I will be providing you your reference number just incaseyou will call us back again. Please let me know once you are ready. C: Okay. I’m ready. A: Alrighty! Your reference number for this call is 347656. C: Got it! Thank you so much! I appreciate your help. A: You’re welcome! It has been my pleasure assisting you today. Again, thank you for callingCustomer Service. This is Mitch. Have a good day!

Mitchie:  
Hi I tried to locate your purchase using your given order number, upon checking here, you actually only bought the digital version of the book with the physical book not included. The digital version is the only thing you have paid for.

Alright mam I understand your frustration, don’t worry we can still solve this. Okay since you want the physical book,. We highly suggest you request a refund, and what you gonna do is use that money to repurchase your desired item. Mam, you have to make sure to choose the option loose leaf textbook for the physical copy. Did you follow? After buying your desired item, you may have to wait for 4-5 days for your book to be delivered, is that all right with you?

Nicole:

So your bottle does not have a code, how may I refer to you mam?

Miss Nicole, thank you for buying and helping our program to preserve the mother earth. We are very thankful for your kind intentions and patronage however the program is made in the condition that not all bottles will have a code. The purpose of the code is to avoid replication or imitation It’s also matter of luck to get a bottle with

It’s okay miss Nicole, you may not have received a code but your kindness will forever be remembered. Is there anything else I can help you with?

Jerrymie:

I see. I am very sorry for the inconvenience. Do not worry, I’d be more than willing to assist you with your concern. Before we proceed, can I please have your first and last name together with your account name and email address.

: Hi, thank you for patiently waiting. I am able to locate your account using your email addressand Upon checking here, the company is at fault for charging you a sunscription worth for a year. I am very sorry for the inconvenience sir. Since it’s within the refund policy, What we will gonna do is we will give your account a refund of the charged amount exceeding the billed amount for your monthly subscription, is that all right with you? Again we will give the money back only for the exceeding amount.

Abbygale:

Hi, thank you for patiently waiting. I am able to locate your account using your email addressand Upon checking here, the company is at fault for charging you a sunscription worth for a year. I am very sorry for the inconvenience sir. What we will gonna do is we will give your account a refund of the charged amount exceeding the billed amount for your monthly subscription, is that all right with you? Again we will give the money back only for the exceeding amount.

Tamarra:

Hi thank you for calling customer service

I see. I am very sorry for the inconvenience. Do not worry, I’d be more than willing to assist you with your concern. Before we proceed, can I please have your first and last name together with your account number and avount name?

Hi, thank you for patiently waiting. I am able to locate your account using your email addressand Upon checking here, the company is at fault for I am very sorry for the inconvenience sir. Since it’s within the refund policy, What we will gonna do is we will give your account a refund. We will give your money back and the cat food that is in there with you today mam will already be yours, no need to give that back, is that all right mam?

You will have to wait 2-3 business days for us to get your money back into your account, are you okay with that? Again im very sorry for the inconvenience. Is there anything else I can help you with today mam?