

Customer Service Skill

Provide the best possible experience by utilizing superior customer service skills

Open with a **professional** and friendly tone
Acknowledge data entry by **confirming** the pop up, "John, I see your are calling on policy #123456789"
Avoid monotone voice by using **inflection, courteous, and friendly** tone throughout the call
Be **engaged** without using fillers or interruptions
Use a nice **steady pace** in conversation and **avoid long silences**
Express interest in the customer and **assures** them they can assist with their issue
Empathize with the customer
Handle irate or difficult customers by **remaining professional** , calm and **avoid becoming defensive**
Ask **open ended questions** to seek clarity
Avoid asking the agent to **repeat information**
Able to **articulate** a complete response; avoid thinking out loud, mumbling or rambling
Avoid **sounds and statements** which could be perceived as **negative**
Seek the callers **permission** to be placed **on hold** and check back with them to let them know the status.
Appropriately **close the call**
Consider impact of the overall Customer Service Skills demonstrated

Efficiency

Promotes high performance culture by maximizing ServicePoint value

Determine the reason for the call.
Restate the request when not clear and draws out hidden issues.
Foster "One and Done" service by taking ownership of the issues that are within your responsibilities.
Educate and **counsel** customer and refer them to their available resources without refusing to process the request.
Use and encourage the Pending Documentation process, when applicable, to encourage use of Service Requests and prevent customer call backs.
Maintain availability after the call by making yourself available to service the next customer. **Avoid unnecessary ACW**
Consider how System Usage impacted Efficiency.

Judgment

Provides complete customer solutions and resolves issues with integrity and confidence in order to maximize ServicePoint value

Is **Knowledgeable** on the subject matter or is able to use resources to **gain more information** in order to resolve the issue
Make decisions that complement company guidelines and customer experience and **documents critical thinking** to support the decision
Confirm the customer's understanding of the resolution
Summarize the **next steps**
Consider how System Usage impacted Judgment.

System Usage

Promotes high performance culture by maximizing ServicePoint value

Include **reference materials** such as BNB's, manual pages, procedure bulletins, etc in comments
Document SR with **clear and concise** sentences which are **grammatically correct**
Use an appropriate SR group, transaction, and resolution code and **document comments** under the appropriate SR activity
Avoid creating duplicate work or multiple touch points
Navigated to appropriate screens/systems and **used** all resources to gather information
Consider how Efficiency and Judgment impacted overall System Usage