



# Unexplained Silence Guidelines and Highlights

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<b>Version</b>	1.0
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<b>Short description</b>	Guidelines and Highlights for all agents to know what is unexplained silence and how to avoid unexplained silence
<b>Relevant to</b>	All customer care representative
<b>Authority</b>	Quality Manager
<b>Responsible officer</b>	Quality Analyst
<b>Date introduced</b>	March 10 <sup>th</sup> , 2015
<b>Date(s) modified</b>	April 4 <sup>th</sup> , 2016
<b>Next scheduled review date</b>	June 6 <sup>th</sup> , 2016
<b>Related legislation</b>	<i>PCI</i> <i>Job duties and responsibility</i>
<b>Key words</b>	Guidelines, procedures, and process

## 1. PURPOSES

- 1.1 To ensure that all Customer Care Representative are aware what is the meaning of Unexplained Silence
- 1.2 How to avoid Unexplained Silence
- 1.3 Examples/Tips to minimize Unexplained Silence

## 2 SCOPE

- 2.1 Guidelines and Highlights applies to all customer care representatives, Supervisors, Shift Managers, Trainers, Mentors, Quality Analyst, Managers and to everyone who have contact with customers.

### 3 Meaning of Unexplained Silence

**3.1.1** Unexplained Silence is when the CSR goes quiet for 3 seconds or more without keeping the customer informed of the actions taken

#### 3.2 Process

**3.2.1** Any CSR who get penalized in Unexplained Silence needs to get immediate coaching from Quality Coacher or Supervisor

**3.2.2** 1<sup>st</sup> offense Verbal Warning from Supervisor

**3.2.3** 2<sup>nd</sup> offense Written Warning from HR

**3.2.4** 3<sup>rd</sup> Offense Suspension from HR

**3.2.5** 4<sup>th</sup> Offense Dismissal

**3.2.6** Please note that warnings will be voided every 90 days.

#### 3.3 How to Avoid Unexplained Silence

**3.3.1** To avoid being penalized for Unexplained Silence all you need is to follow Training Flash # 60 which instruct for CSR's to provide a valid reason before going silent.

**3.3.2** Inform the customer of the actions you are taking

**3.3.3** Set an expectation that there may be 'silence' while you are working on the account

**3.3.4** Keep the customer updated on the status of the process or follow up with them every 'four minutes'.

**3.3.5** Remember that excellent customer service is delivering results in a timely manner.



Let us keep our customers happy and secure!