

Call Center Training Tips



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A - Attitude

*Always have a positive
Attitude*



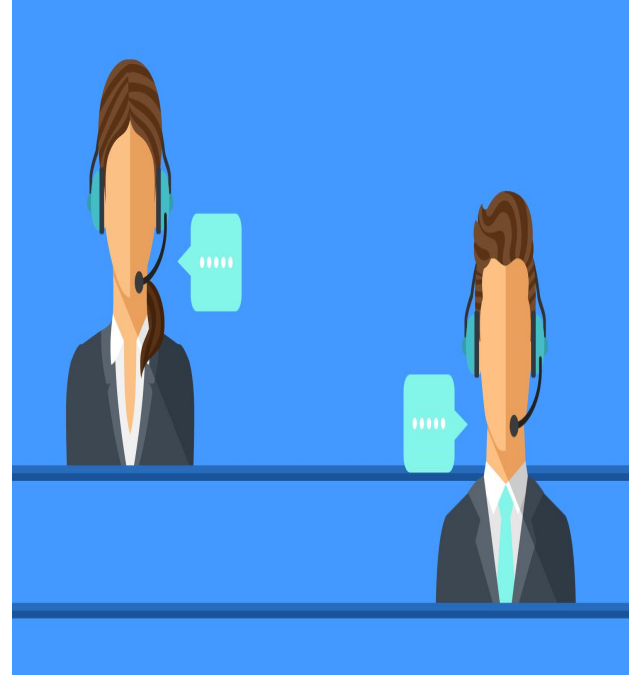
B - Benefits

There is Difference Between Benefit and Features. Feature is a distinctive or noticeable quality or something offered on a special attraction. Benefit is something that is helpful or advantage or increase one's well being, always highlight benefits and features promptly

Call Center Training Tips

C - Closing Question/Statement

- *Is there anything else, I can do for you?*
- *It will be my pleasure to serve you.*
- *We are here to serve you as you want.*
- *To best thing is to do is to call*
- *The pleasure's are mine.*



Call Center Training Tips

***D** - Details*

- *Ask complete detail from the caller i.e. day, time, phone number*
- *Don't assume anything try to judge the need of customer.*
- *Don't put the customer on hold before asking the customer.*



Call Center Training Tips

E- Echo Question

- *Ask question for more information.*
- *Sir, would you like to give me your First name, Last name, email address.*
- *Entire customer information details in one form carefully.*



Call Center Training Tips

F - *Finish for the day*

- *Get Ready for the next day.*
- *Start your day with enthusiasm, energetically, actively and positively.*
- *Forget all negativities, be Optimistic instead of pessimistic.*



Call Center Training Tips

G - Greeting

- Always use the right greetings i.e. "How are you doing today"
- Good Morning Sir, I am XYZ from CapitaWorld Pvt. Ltd., how may I help you?
- Customer should feel that you really care.



Call Center Training Tips

H - Humor

- *When the caller is joking, go on, treat him/her as he/she wants to be treated.*
- *By honing your skills try to raise interest of customer which will help you to make it good conversation.*
- *Always give maximum honor to the customer.*



Call Center Training Tips

1- Irritate

- *Never ever try to ask irritating questions to the customer.*
- *Improvise the script according to the nature of call.*



Call Center Training Tips

J - Justify

- *Customer is always Justify i.e. if customer has any kind of complain try to give him satisfactory answer instead of lame excuses.*
- *All Complain, bring the problem in the notice of higher management and appreciate customer i.e. thank you for your complain, that you put in my attention on it.*



Call Center Training Tips

K - Know your Object

- Always plan what you want to achieve from every single call.
- Always remember every call is query/ problem call but it's all depend on your knowledge and skills.
- Keep your all attention on your job, whether it be wander.



Call Center Training Tips

L- Let's

- *Use encouraging, affirmative expression and listen rather than to reply.*
- *Make yourself positive and face the problem with the attitude of let's solve it.*



Call Center Training Tips

M - Monogram the call

- Ask the caller name and use it properly.
- Voice must be monogram accordingly the nature of call.
- Must be aware how much word should be speak in a minute and should not speak too fast.



Call Center Training Tips

N - Naturally Inquisitive

- Do not be Nosy.
- Do not show ill feeling while listening to the call, although customer is not watching you, but your voice is showing lack of interest in job or service.
- Never hang up the call before the customer.



Call Center Training Tips

0 - One word Answer

- Do not use one word answer.
- Customer will be frustrated due to your negative or low moral support.
- Always remember one frustrated customer affect at least one to eight persons.



Call Center Training Tips

***P** - Practice being Positive*

- *Always give Positive answers.*
- *Remember. you can't choose what happens, but you can choose your positive attitude.*
- *Be cool, calm, positive and try to understand why ill feeling are burning inside you.*



Call Center Training Tips

Q - Quality

- *Maintain the quality of conversation on call.*
- *Use Respectful word while talking to customer.*
- *Don't use improper language or tone.*
- *Only use formal language while on call.*



Call Center Training Tips

R - Rejection

- *Customer never rejecting us so don't take it personally.*
- *If some customer is harsh or rude with you, then don't be panic or impatient because he has problem with company not with you. He don't even know your original name.*



Call Center Training Tips

S - Smile

- *Always smile, it warms up the conversation.*
- *If you talk with customer in smiling tone you can change burning customer into loyal, and can talk politely*
- *Remember, that a complaint is a problem and need solving session, it's not battle of right or wrong, customer need only yours positive response/positive solution.*



Call Center Training Tips

T- Tone of Voice

- *Always speak with friendly tone.*
- *Empathy and sympathy in voice.*
- *Try to understand the need/wants or requirement of the customer.*
- *Let the customer talk freely or air him out and listen him in soft tone, provide him permissive environment.*



Call Center Training Tips

***U** - Understanding Needs*

- *Understand the need of the customer. Don't assume anything by your own.*
- *If you don't understand what customer is asking for the ask him/her again and clarify what he/she wants.*
- *Don't provide unnecessary or wrong information on your own assumption.*



Call Center Training Tips

V - Vary your Response

- *Use Different phrases and bring variation to your response.*
- *That's a good Question.*
- *i will be happy to do that for you.*
- *Is there any else I can do for you.*
- *The pleasure's all mine.*
- *That's not a problem at all.*



Call Center Training Tips

W - Weak/wimpy Words

- *Don't use words like, I think, just etc.*
- *Never say to customer , I can't help you this time.*
- *Don't say call me later I am busy.*
- *Don't show off yours and others weakness in front of customer, it build bad impact of company.*



Call Center Training Tips

X - Ax out credibility Busters.

- *Don't say, to be honest, to tell truth.*
- *Use Professional words i.e. may I know your name, number, email address?*
- *Don't cut the customer in between. Let him/her speak till the end and listen want they want from us.*



Call Center Training Tips

Y - Yes You Can

- Prepare yourself with the attitude of solving each and every issue.*
- Tell yourself that you can do it. You can provide necessary solution to every customer.*



Call Center Training Tips

Z - Zoom the End

- *It is very important aspect how to close the call.*
- *Use valuable words.*
- *Sir, If you are busy may I call you later, What's yours favorable time?*
- *Have a good day.*
- *Nice talking to you.*
- *Thanks for your precious time.*





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