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| Procedures | Details | Examples |
| Phase 1: Greeting | - Greet the customer  - Identify yourself | Hello. This is John from Milestone. I’m your support technician. How can I help you? |
| Phase 2: Active listening | - Listen to the customer’s inquiry/request/complaint  - Collect necessary information (name, call back number, specifics of the problem) | - May I have your name and telephone in case we get disconnected?  - Can you be more specific? /What kind of problems do you have with our website? |
| Phase 3: Gain agreement | - Repeat the problem  - Get confirmation to ensure correct understanding | Let me repeat that back to you to make sure I understand: You can’t log in to our website using Google Chrome on your Windows 10 computer. You get a permission denied error message. Is that correct? |
| Phase 4: Apologize, empathize and reassure | - Apologize if the problem is cause by you, your company, or product/service  - Express sympathy and understanding with an empathy  - Reassure that you will handle the problem | - I’m very sorry for your inconvenience.  - I would be very upset too if I were you.  - I will make sure that your issue is dealt with. |
| Phase 5: Problem solving | - Work on the issue => Make sure the customer knows you are there if he/she stays on the line  - Escalate the ticket to a higher level of support/an on-site technician. => promise that you will get involved | I’m working on it.  I’m going to escalate your ticket to level two but I’m going to personally make sure that it’s taken care of. |
| Phase 6: Confirmation | Confirm that the issue is resolved to the customer’s satisfaction | Is there anything else I can help you with? |