When handling a customer's complaint, support technicians should follow a series of procedures to ensure effective resolution. Firstly, during the greeting phase, the technician should maintain a friendly and professional tone. They should avoid using defensive or dismissive language. Next is active listening, where the technician should give the customer your undivided attention. It is impolite and unprofessional when you interrupt, or dismiss their concerns as trivial. After understanding the problem, the technician should seek agreement from the customer. In addition, you should avoid minimizing the issue or saying things like, "That's not a big deal." Apologizing, empathizing, and assuring the customer is the next step. The technician should sincerely apologize for any inconvenience such as: "I'm truly sorry this happened" or "I understand how frustrating that must be." After that we go to problem solving step. The technician should work collaboratively with the customer to find a solution. They should be patient and flexible. Finally, confirmation is necessary to ensure that the customer is satisfied with the proposed solution.