

Efficient call handling is crucial for maintaining high service standards. Follow these procedures when handling calls:



01 Answering Calls

- a. Answer within three rings.
- b. Greet the customer warmly: "Good [morning/afternoon], thank you for calling PrimeCall Solutions. How can I assist you today?"
- c. Confirm the customer's name and details to verify the account.

02 Managing the Call

- a. If you know the answer, provide it clearly and concisely.
- b. If you need to place the customer on hold, ask for permission first: "May I place you on hold for a moment while I check that information?"
- c. Keep hold times to a minimum. If you need more time, update the customer with an estimated time.

03 Closing the Call

- a. Summarize the resolution or action taken.
- b. Ensure the customer is satisfied with the service: "Is there anything else I can assist you with today?"
- c. Thank the customer for their call and say goodbye in a positive tone.

Customer Service Call Center Training Manual

Wenbin Ji



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