Customer Care Phone Script

GREETINGS

Greetings are important because they are a key part of communication and social interaction, and they can help people feel connected, welcomed, and accepted. This also applies in the business world.

- ✓ Greeting convey respect
- Create a positive atmosphere
- ✓ Leave a good impression
- Makes the customer feel comfortable to communicate
- Thank you for calling MARK IT AFRICA. My name is [Agent Name].
 How may I assist you today?"
- "Good day, and thank you for calling MARK IT AFRICA customer care department. My name is [Agent Name]. Can you please provide your customer ID or account number to get started?"
- "Thank you for contacting MARK IT AFRICA. You are through to the customer care department. This is [Agent Name]. May I have your account number to assist you better?"
- "Hello, you've reached MARK IT AFRICA. My name is [Agent Name].
 I'm here to help resolve any issues you may have. How can I assist you today?"
- "Hello, and welcome to MARK IT AFRICA. My name is [Agent Name], and I'm here to help you get started. Do you have any questions or need assistance with anything today?"

ABRIDGED GREETINGS

- "Thank you for reaching out to our customer care team. How can we assist you?"
- "Hello, this is [Agent's Name] from the Customer Care team. How can I help?"
- "Welcome to MARK IT AFRICA customer care. What can we do for you today?"

Sample Customer Service Phone Script

Karin Nielsen-Saines

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Animal Behavior for Shelter Veterinarians and Staff Emily Weiss, Heather Mohan-Gibbons, Stephen

Zawistowski, 2015-05-15 Animal Behavior for Shelter Veterinarians and Staff presents and evaluates the available research and programs that address both animal and human behaviors associated with the intake management and rehoming of dog and cats Introductions to dog and cat behavior relevant to any animal professional Reviews behavioral reasons for the relinquishment of dogs and cats Describes intake and assessment protocol shelter design training and enrichment programs that reduce stress and enhance behavioral well being Concepts to improve the adoption process and support the human animal bond post adoption Computer Telephony Encyclopedia Richard Grigonis, 2000-01-08 If you want to grasp the full length and breadth of the rapidly developing computer telephony field this book is the place to start Author Richard Grigonis thoroughly explains even the most abstruse ideas in a concise manner that is aimed at all kinds of readers students business executives telecom managers call center supervisors or entrep

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