

Memorandum

To: Dorothy Flack
From: Roger Hannon
Date: 1/15/23
Re: Proper Support Agent Telephone Protocol

It has come to my attention that some of the support agents are not using the proper protocol when taking calls from customers. Therefore, I would appreciate it if you could prepare a telephone support training class that covers the following points:

- Always begin a call by saying "Super Software, my name is [your first name]. May I have your name and customer ID number?" If the customer does not know where to find their ID number, tell them how to locate it. Then ask the customer what you can do for them, not what the "problem" is.
- Remain pleasant and professional throughout the call, even if the customer is angry. However, if the customer gets too belligerent (for example, he or she starts using swear words or insulting you), end the call and report it to your supervisor.
- Always tell the customer when you are putting them on hold and come back to them every two minutes if your research is taking longer than that. If you think the issue is going to take longer than 5 minutes to resolve, tell the customer you will call them back, give them an idea of when you will get back to them, and then DO, even if you don't have the answer yet. Make sure you have the customer's correct telephone number before hanging up from the initial call.
- Document each call thoroughly and, if it will require sending a technician to the customer's home, make sure to inform the customer of when the technician will be coming and ensure that you have the customer's correct address before hanging up.
- Always end a call by thanking the customer for calling Super Software.

Thank you.