

Phone Routing Best Practices

Leave Voicemail:

When transferring call, "I am going to transfer your call to (Name or Dept). If they don't answer, please leave a voicemail message and they will return your call."

Cut off Customer providing to much information:

"Excuse me sir or madam, Let me transfer you to (Name or Dept) who can help you with that. If they don't answer, please leave a voicemail message and they will return your call."

Insisting on Talking to a Live Person:

Assuming the person is irritated: Ascertain the problem/situation to know which Live Person available would be the best to handle take the call.

Escalating to a supervisor

If it appears that a customer's issue cannot be reasonably accommodated by front line staff, you should offer to contact a supervisor using this or similar language: "I am sorry that I cannot resolve this for you. Can I have you speak with a supervisor?" You may then transfer to a supervisor in the appropriate service division.