

Name: _____ Date: _____

QA Customer Interaction

1. EOELWCM Welcome
2. OSCNLIG Closing
3. HAPCOAERLBPA TDAETTIU Approachable Attitude
4. EAMTHIZPE Empathize
5. AEHR OT DNTNUSREDA Hear to understand
6. AMAGEN ETH CLLA Manage the call
7. EORFF NIADAODLIT TSICENASA offer additional assistance
8. IRNICIFEVTOA Verification
9. IPAHP HIPPA
10. SKA 'TOND ELTL Ask Don't Tell
11. AZRTUIOEH CLAREL Authorize caller
12. BESCJTU Subject
13. TCPUDOR Product
14. ACGEROYT Category
15. ABORC Cobra
16. OETSN Notes
17. MRC ECSSA CRM Cases
18. FRETMAEMI Timeframe
19. NITOCA NKATE NO NTCCAOU Action taken on account
20. CEAECTURA TNIMNFIAORO Accurate Information
21. SOSECUERR Resources
22. SOPESRC XLSONAIPIAENT Process Explanations
23. EVLAENTR NNTOIIRAMFO Relevant Information
24. CMR ITOMENDCNOUAT CRM Documentation
25. OARIITFNALCIC Clarification
26. OUDAINTECE Education
27. ERPCA Recap
28. IWBETSE Website
29. DREINYLF Friendly

- 30. RUSTOEUCO Courteous
- 31. LHFPLEU Helpful
- 32. LOHD EHTENUCIQ Hold Technique
- 33. LAECVTYI SLNITE Actively Listen
- 34. FTIRS ACLL LUEOIRSNT First Call resolution
- 35. OTPSION Options