

## **Chapter-29A**

### ***Controlling strategies and outgoing calls***



Call-control strategies are important since speedier calls allow you to serve more clients, which leads to increased satisfaction. It is critical to maintain control of the discussion and restrict the amount of time you allow the caller to speak. Respond to calls immediately and make each caller feel valued. Try to utilize closed-ended questions while on an essential phone call.

#### **Important points from the text:**

- Time is valuable, especially when dealing with important customers and clients. It's important to be accommodating when on a call. It is also important to have the capability to remain in control during a phone call in order to resolve issues efficiently.
- Call control is an extremely important skill for customer service representatives .
- When an operator finds himself/herself receiving a call where there doesn't seem to be an end, finding a way to resolve the situation and move on to the next call can be a challenge.
- Controlling a call involves getting information proficiently and quickly so that customer service representatives remain productive.

Some tips on how to control the limit of calls.

- Check for any disturbing sounds or noises in the background of the call.
- Make sure the customer's problem and desired solution are stated as early as possible in the call
- Use close-ended questions — questions that can be answered with a “yes” or “no”.
- Be sure to stay on topic and have the end solution in mind. This will set the tone for the entire phone call.

Call controlling is very important/essential for the firm because (choose any one word)

- Customers don't want to waste time.
- Quicker calls generally lead to higher satisfaction.
- Faster calls allow you to serve more customers.

#### **Important words from the text:**

- Appropriately: in a suitable or a proper manner
- Needlessly: unnecessary/ not needed
- Offence: crime/ punishment
- Priority: prime concern/preference

**Evaluate us:**

1) “Have specific questions prepared for customers or clients who have issues explaining the problem.” Explain the statement in relation to the text.

2) Mention some call controlling strategies mentioned in the lesson.

3)The following techniques can be used by an operator, while trying to control a phone call. Read them aloud and practice.

“I’m not sure I understand what you’re asking. What exactly do you need us to do?”

“I see..so, how, exactly, can I help you with this?” Again, the tone is essential here.

“How, specifically, can I help you today?”