Customer Communication Scripts
Useful scripted statements to use when communicating with a customer

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1 Communication Guidelines

The following guidelines should be used when contacting a Customer (Incident Detector) to respond to an Incident or Request and resolving or fulfilling an Incident.

1.1 Response

When responding to a Customer (Incident Detector) following the report of an Incident, the following content should be included in the phone call or email:

- Good morning/afternoon
- Your name
- Your team name
- “I’m contacting you to let you know that I will be working on the (describe Incident) that you recently reported.”
- Advise the customer when you expect to start working on the Incident
  - “I expect to start working on this <time frame e.g “an hour”>"
- Advise the customer when you expect to have it resolved
  - “I expect to have this issue resolved/request fulfilled in the next 2 hours”
- Advise the customer when they can expect to hear from you again
  - “I will contact you once the work is completed in about two and a half hours”
- Advise customer to contact the service desk if they need an update at any point of time
  - “If you need an update before then, please contact the Service Desk on 9925 8888 quoting reference number (Incident or Request Number).”

1.2 Unable to resolve within a communicated timeframe

If the Support Analyst is unable to resolve the Incident or fulfil a request by the date/time previously communicated to the Customer (Incident Detector), the following content should be included in a phone call or email before that date/time has passed:

- Good morning/afternoon
- Your name
- Your team name
- “I’m contacting you regarding (describe Incident). I said that I’d have this resolved by (date/time).”
- Advise the customer of the reason for the delay
  - “Unfortunately, it is taking me longer to fix than expected.”
When you expect to have it resolved,
  o "I'm now aiming to have this fixed by (date/time)."

Advise the Customer (Incident Detector) can expect to hear from you again
  o "I will call you back <advise time frame> tomorrow provide you with an update or resolution

Advise customer to contact the service desk if they need an update at any point of time
  o "If you need an update before then, please contact the Service Desk on 9925 8888 quoting reference number (Incident Number)."

1.3 Resolution and Fulfilment

When communicating with a Customer (Incident Detector) regarding closing an Incident or a fulfilled Request, the following content should be included in the phone call or email:

1.3.1 Confirming Resolution

- Good morning/afternoon
- Your name
- Your team name
- "I'm contacting you regarding the (describe Incident/Request). The resolution was (describe activity) and I believe your issue is now resolved/request has been fulfilled."
- Confirm with the customer that the issue is resolved or that the request has been fulfilled before losing the call
  o "Before I close the call, can you please confirm that the issue has been resolved/that your request has been completed?"
- On confirmation that incident has been resolved/ request fulfilled hand control to the customer to authorise closure
  o "If you are comfortable with the solution provided, are you happy for me to close this call?"
- Advise customer to contact the service desk if they encounter something similar or have any queries at any point of time
  o "If the issue occurs again, please contact the Service Desk on 9925 8888.

1.3.2 Leaving a voicemail message to confirm Resolution or Fulfilment

- Good morning/afternoon
- Your name
- Your team name
- Provide the customer with a message detailing the purpose of the call
  o "I'm contacting you regarding (describe Incident/Request). The resolution was (describe resolution/fulfilment) and I believe your issue is now resolved."
  o "I have been trying to contact you so that we can verify your issue is resolved, but I've been unsuccessful."
  o "Please contact me via (contact details) so that I can close the call."
  o "If I don't hear from you within 2 working days, I will assume that your issue is resolved/ request fulfilled and will close the call."
  o "If the issue occurs again, please contact the Help Desk on 9925 8888."