

Top 10 large phone company policies...

- 1) If the person calling needs to be transferred to another department, do your best to transfer them to some completely unrelated department. We can't have customers getting to the correct person the first time. If you feel the need to "accidentally" disconnect them by all means you're authorized to do so.
- 2) If the customer complains that they have been transferred a bunch of times take that as a compliment. Apologize politely to them and lie to them and tell them that you're going to do your best to get them to the correct person. This is a good time to put them on hold or call park and let them sit for 10 or so minutes while you go have a cup of coffee. When you get back "accidentally" disconnect them.
- 3) If the customer got "disconnected" and is calling back, make sure you ask them to repeat their entire problem again even if they have a case number. It's good exercise for them. Speaking of case numbers when you're done with the call don't offer a case number to the customer and if they want one just pick some random letters and numbers to give to them. That should satisfy them at least until the next call
- 4) Don't give the customer ANYTHING unless they have been on the phone call at LEAST 30 minutes or more, this is at least their third call, and then only if they ask to speak to a manager. If they ask for a manager transfer them to a coworker and inform the coworker that they'll be playing your manager for the next call.
- 5) Do everything in your power to completely frustrate the customer and convince them of your complete ignorance in an effort to get them to hang up before the above listed 30 minutes. This is also a good place to "accidentally" disconnect the call – but only disconnect them after they've been sitting on hold for at least 10 minutes.
- 6) FOLLOW YOUR SCRIPT!!!! Do not deviate from your script AT ALL. It doesn't matter if the customer has something else to add – it's not important! The script has been designed to handle any issue that has or will ever come up. It's just not possible for the customer to have a problem that is not handled by the script.
- 7) Remember the customer is not the phone company; if they think they have an idea about what is wrong, play dumb and certainly don't record anything they say in the notes or pass it up to the next level support – it's not important.
- 8) If you have to send someone to their location make sure you send someone from another department. You don't want to give them the idea that you intend to fix the problem. After all the department they need is probably too busy anyway.
- 9) When scheduling for number 8 above make sure you forget to actually schedule the technician. That way it buys you at least one additional phone call before you have to send the actual tech who will fix the problem.
- 10) The old adage that "The customer is always right" doesn't apply here. That is for smaller companies like McDonalds and such. Here, we're always right – after all we're the phone company. If a customer starts an argument with you refer to rule #4 and transfer them to your "manager"