

“No Hang Up Policy”

At CRST Home Solutions, we pride ourselves with excellent customer service. Call control is an integral part of providing the outstanding customer service that is expected of you. As an agent, it is **NEVER** acceptable to hang up on a caller. There may be certain circumstances where calls can be disconnected, however it is by no means okay to hang up on the caller. If it is determined that an agent is hanging up on calls, disciplinary action may be taken from management up to and including termination.

“Abusive Caller Policy”

In rare cases, we may encounter callers who use abusive language to voice their frustrations. In the customer service industry, we are always reminded of the old adage of “The Customer is Always Right.” However, if a caller is being abusive and is verbally harassing an agent. There are appropriate actions that we can take to handle this situation properly. Remember there is a difference between an angry caller and an abusive caller. Swearing at an agent, screaming and constantly interrupting an agent are some examples of abusive calls.

If the caller is being abusive, escalate the call to the supervisor. The proper script may sound similar to this: “I’m sorry for the inconvenience/issue, may I escalate this call to my supervisor to better assist you?” AVOID telling a customer “I’m going to transfer your call to my supervisor if you continue to scream at me.”

One reason for practicing this policy is that the caller might calm down a bit when switching to a different person. Knowing that we care about them and escalating their issue to a higher up may yield better results. Everyone handles situations a bit differently. Soft skills such as empathy and tone are critical when dealing with an abusive caller.

If the caller continues to be abusive once the call has escalated to a supervisor, our supervisor can issue a warning. Politely state “We are trying to resolve the issue; however, we will need to end the conversation if the call remains abusive.” If the conversation continues to remain abusive and no change has been made, the supervisor may then terminate the call. Politely explain that you feel you can go no further with the conversation and that you’re going to hang up.