

**Level 2 – Live Call Handling**

*Call Center Operation Hours:*

*24/7*

|  |  |  |
| --- | --- | --- |
| **Start Date:** | **Company Name:** | **Account No:** |
|  |  |  |

|  |  |
| --- | --- |
|  | Allocated Number: |
| “Good Morning/Afternoon - Company Name Ltd.  Michelle speaking how can I help you? “ | Greeting of the Live Operator: |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  | **What information do you want us to capture:** |  | | |  |  | 1. Full Name 2. Company Name 3. Telephone Number 4. Email Address 5. Reason for calling   Email:  SMS: | **1** | | |  |  |  |  | | | **Department ( optional )**  *e.g Name: James Bond Position/Dep: Sales Email: accounts@abc.com Sms: 972XXXXXXXX*   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | Name: |  | Position/Dep: |  | Email: |  | Sms: |  | | Name: |  | Position/Dep: |  | Email: |  | Sms: |  | | Name: |  | Position/Dep: |  | Email: |  | Sms: |  |   **Patching: Who are we forwarding calls to ? ( optional )**   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | Name: |  | Position/Dep: |  | Email: |  | Phone: |  | | Name: |  | Position/Dep: |  | Email: |  | Phone: |  | | Name: |  | Position/Dep: |  | Email: |  | Phone: |  | | | | | | |  |  |  |  | | | Thank you for contacting us | | Farewell Ending: | | | |
| |  |  |  |  | | --- | --- | --- | --- | | **Your Business Information**  ( This information the operator will hand out if asked upon ) | | | | |  | **Telephone Number:** |  | **Company Name:** | |  | **FAX:** |  | **Company Address:** | |  | **Email:** |  | **Business Services:** | |  |  |  | **Website:** | | |
|  | **Additional Information:** |
|  | **FAQ:** |