

**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: |  |

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|  |  |  |  |
| Thank you for contacting us | Farewell Ending: |

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|  |
| --- |
| **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:** |