

# Agent response cheatsheet

Give your agents a headstart to improved QA scores—and, more importantly, help them deliver a better customer experience—with these sample responses to common situations.

When customer say	How to respond
<p><b>Express frustration</b></p> <ul style="list-style-type: none"> <li>• “I’m at the end of my rope”</li> <li>• “I don’t want excuses”</li> <li>• “This is outrageous”</li> <li>• “You aren’t listening”</li> <li>• “I’m so disappointed”</li> </ul>	<p><b>Tell them what steps you’re taking to fix it</b></p> <ul style="list-style-type: none"> <li>• “Let me check what I can do”</li> <li>• “I can make sure this gets resolved”</li> <li>• “Let me look into your account”</li> <li>• “What I can do is...”</li> <li>• “I can offer you this...”</li> </ul>
<p><b>Say you missed their expectations</b></p> <ul style="list-style-type: none"> <li>• “I was told...”</li> <li>• “I never heard back”</li> <li>• “No one told me...”</li> </ul>	<p><b>Explain how you’re taking action to meet those expectations</b></p> <ul style="list-style-type: none"> <li>• “I will check what I can do to make that happen.”</li> <li>• “I’m going to check on how I can fix this.”</li> </ul>
<p><b>Experience chronic effort</b></p> <ul style="list-style-type: none"> <li>• “I’ve been trying to get an answer for several days now”</li> <li>• “This problem keeps happening and no one has been able to fix it”</li> </ul>	<p><b>Show them you’re taking on their burden and acting to correct it</b></p> <ul style="list-style-type: none"> <li>• “I can assure you that we can take care of this.”</li> <li>• “I will make sure this gets resolved”</li> </ul>
<p><b>Say they’re confused</b></p> <ul style="list-style-type: none"> <li>• “I’m just confused”</li> <li>• “I really don’t know where to start”</li> <li>• “What are you talking about”</li> </ul>	<p><b>Give them an action-focused explanation</b></p> <ul style="list-style-type: none"> <li>• “I can find more information for you”</li> <li>• “I can help you with that”</li> <li>• “What I can do is ...”</li> </ul>
<p><b>Don’t know how to resolve a problem on their own</b></p> <ul style="list-style-type: none"> <li>• “I’m trying to use your website but I can’t find...”</li> <li>• “For some reason I am unable open your app”</li> <li>• “I have sent an email to you about this issue”</li> <li>• “I received a text earlier from you guys”</li> <li>• “I saw a promotion for your company on social media”</li> <li>• “I was chatting online with an agent earlier but...”</li> </ul>	<p><b>Use proactive guidance</b></p> <ul style="list-style-type: none"> <li>• “I can walk you through how to...”</li> <li>• “What you can do if you encounter this again is...”</li> <li>• “I’ll show you how to do that...”</li> <li>• “What I would suggest is...”</li> <li>• “We recommend that when that happens, you should...”</li> <li>• “For something like this, I’d advise you to...”</li> </ul>

When your agent doesn’t have the power to resolve an issue...	
<p><b>Instead of saying....</b></p> <ul style="list-style-type: none"> <li>• “I can’t change that for you”</li> <li>• “We’re not allowed to”</li> <li>• “I’m unable to adjust”</li> <li>• “In this case I cannot match that price”</li> <li>• “I can’t offer anything better”</li> <li>• “I can’t help you with that”</li> <li>• “I don’t have access to that”</li> <li>• “We have a policy that prevents me from”</li> <li>• “The system won’t allow me to”</li> </ul>	<p><b>Do this...</b></p> <p><b>Emphasize what you can do:</b></p> <ul style="list-style-type: none"> <li>• Tell them what action you’ll take on their behalf, even if it is not the full resolution they want.</li> <li>• “I’m going to add a note on your account...”</li> <li>• “I am going to escalate this”</li> <li>• “I am putting in a request to get this approved.”</li> </ul> <p><b>Set clear expectations:</b></p> <ul style="list-style-type: none"> <li>• Help the customer understand what will happen next, what steps they need to take, and reinforce what action you take for them.</li> </ul>