

LIVE WEBINAR

# The Right Response Every Time: A Foolproof Guide to Training Agents for Escalated Customer Issues

with Myra Golden

Thursday, August 24th at 1 PM CT

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**When customers are frustrated with an omnichannel and escalate, here's what you do:**



- ▶ Warm welcome
- ▶ Validate the customer
- ▶ Positive language
- ▶ Fond farewell



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Welcome Bullets ▾

PREVIEW MODE



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CAM



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## Warm Welcome

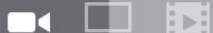
- ▶ *Hi, [customer name]. My name is [your name].*
- ▶ *I got your message here that you need help [state issue]. Let me help check this for you.*

B

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Fond Farewell ▾

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## Offer a Fond Farewell

*Apart from this, what else can I help you with?*

*Anything else I can do to make your day easier?*

*Sure thing! I'm glad I could help, and if you have any other questions, let me know.*

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Validate Bullets ▾

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CAM



Run Scene

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## Validate the customer without scapegoating the company/channel

- ▶ *You're having trouble with [restate the issue]. That's correct, right?*
- ▶ *We appreciate you sharing this with us. And absolutely, I'll be more than happy to help [state what you'll help with.].*
- ▶ *I realize that [restate the issue] is causing inconvenience. Let me look into this right away.*

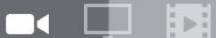


B

New

🔒 Acknowledge D... ▾

PREVIEW MODE



👤 Pro



CAM



# Acknowledge the Difficulty

- ▶ *I realize how frustrating this must be for you.*
- ▶ *I can see why you're upset about this.*
- ▶ *It sounds like this has been a really challenging situation for you.*
- ▶ *I can see your point on that.*

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B: New

# Real-Time Coaching

## Coach Strategically

Alert

### Stop searching for coachable moments.

Set triggers from a customizable catalog. When triggers are prompted, managers instantly receive an alert so they know which calls need coaching.

### Save calls before they're over.

Managers can proactively guide agents through the critical moments of a conversation and congratulate them for a job well done.

### Coach from anywhere.

Become a more effective manager — coach just as successfully whether you work remotely or onsite.

## Real-Time Guidance



# Guide Agents on Every Call

### **Make lasting impressions on every call**

Balto teaches your agents to listen, empathize, and ask the right questions to wow your customers.

### **Guide agents through make-or-break moments.**

We'll show agents the right information and next steps—exactly when they need them.

### **Measure what works and scale it instantly.**

Get insight into what's happening on 100% of calls, then scale the most effective practices to your whole team.