

Customer Service Strategies

Response	Description	Use When Customer	Example
Acknowledge	Reflects what you have heard	<ul style="list-style-type: none"> ❖ Says or does something right ❖ Expresses concern 	<p><i>It sounds like your children are very important to you...</i></p> <p><i>We understand your concern, however...</i></p>
Appreciate	Demonstrates appreciation	<ul style="list-style-type: none"> ❖ Takes desired course of action ❖ Willing to cooperate ❖ Returns phone call 	<p><i>We're glad you understand our position...</i></p> <p><i>We appreciate your cooperation...</i></p> <p><i>Thank you for returning my call...</i></p>
Encourage	<p>Makes something more appealing</p> <p>Attempt to persuade</p> <p>Supports customer's decision</p>	<ul style="list-style-type: none"> ❖ Hesitates to take a desired action ❖ Uncooperative ❖ Withholding information 	<p><i>We understand your hesitation, however, this will benefit...</i></p> <p><i>Providing us with the requested information will help us...</i></p>
Reassure	Puts customer's mind at ease	<ul style="list-style-type: none"> ❖ Loses confidence due to a mistake ❖ Does not trust the system/process ❖ Is fearful 	<p><i>We apologize and we will take care of this immediately...</i></p>
Restate	Provides clarification	<ul style="list-style-type: none"> ❖ Is confused (doesn't understand) ❖ Is making confusing statements (doesn't make sense) 	<p><i>You say the NCP does not live with you, however, you state he has 100% custody/visitation...Can you clarify this?</i></p>
Positive Reinforcement	<p>Builds relationships</p> <p>Positive outcome for present/future behavior</p>	<ul style="list-style-type: none"> ❖ Introduces negative behavior ❖ Unsure what actions to take 	<p><i>By making a good faith payment and demonstrating your compliance, I can...</i></p>



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Obstacle	Description	Recommended Approach	Example
Time Management	How your time is divided between tasks Customer may not have time to speak with you	<ul style="list-style-type: none"> ❖ Develop organized action plan(purpose) ❖ Use a checklist ❖ Focus on pertinent details ❖ Re-direct interview when necessary 	<p><i>The reason for my call is to discuss 1, 2 and 3...</i></p> <p><i>Is there a better time to call you?</i></p>
Omitting Information	Customer omits important information	<ul style="list-style-type: none"> ❖ Ask thorough questions ❖ Make a relevant statement, then use “psychological pause”. In most cases, the awkward silence motivates conversation 	<p><i>You say you are not working; however, you are not available after 3pm...(pause)</i></p>
Evasive Answers	Information provide by customer is indirect, incomplete or confusing	<ul style="list-style-type: none"> ❖ Subtly restate/rephrase questions throughout interview 	<p><i>How often do you see the NCP...?</i></p> <p><i>When is the last time you saw the NCP...?</i></p> <p><i>The NCP occasionally visits with you and the child, right?</i></p>
Direct Deception	A customer who is deliberately making a false statement about a subject; providing false information	<ul style="list-style-type: none"> ❖ If deception is about an irrelevant detail, accept what is being stated and move on ❖ If the deception concerns a pertinent fact, use a leading question 	<p><i>Can you explain why a review of NCP’s legal address indicates it is the same as your address...?</i></p> <p><u>Instead of</u></p> <p><i>Are you sure the NCP does not live with you?</i></p>
Uncooperative Custodial Parent	Custodial parent who is not providing critical information	<ul style="list-style-type: none"> ❖ Identify the reason for non-cooperation ❖ Take into account: parent may be fearful; may be protecting the other parent ❖ Express the value/benefit for their cooperation 	<p><i>May we talk about the reason why you are not cooperating?</i></p> <p><i>It is important to establish paternity for your child because...</i></p>
Uncooperative Obligor Parent	Obligor parent who is not providing employer information; Is not meeting their obligation	<ul style="list-style-type: none"> ❖ Identify the reason for non-cooperation ❖ Take into account: parent may procrastinate; may not trust the process; conflict with other parent ❖ Express the benefit for their cooperation 	<p><i>I understand that there may be a complex scenario between you and the other parent, however...</i></p>
Emotional Customer	A customer who is: angry; rude; frustrated; crying	<ul style="list-style-type: none"> ❖ Manage your emotions ❖ Make a sincere connection/empathy ❖ Treat customer with <u>dignity</u> and <u>respect</u> 	<p><i>It sounds like you are upset because...</i></p> <p><i>I understand why this process is frustrating...</i></p>

