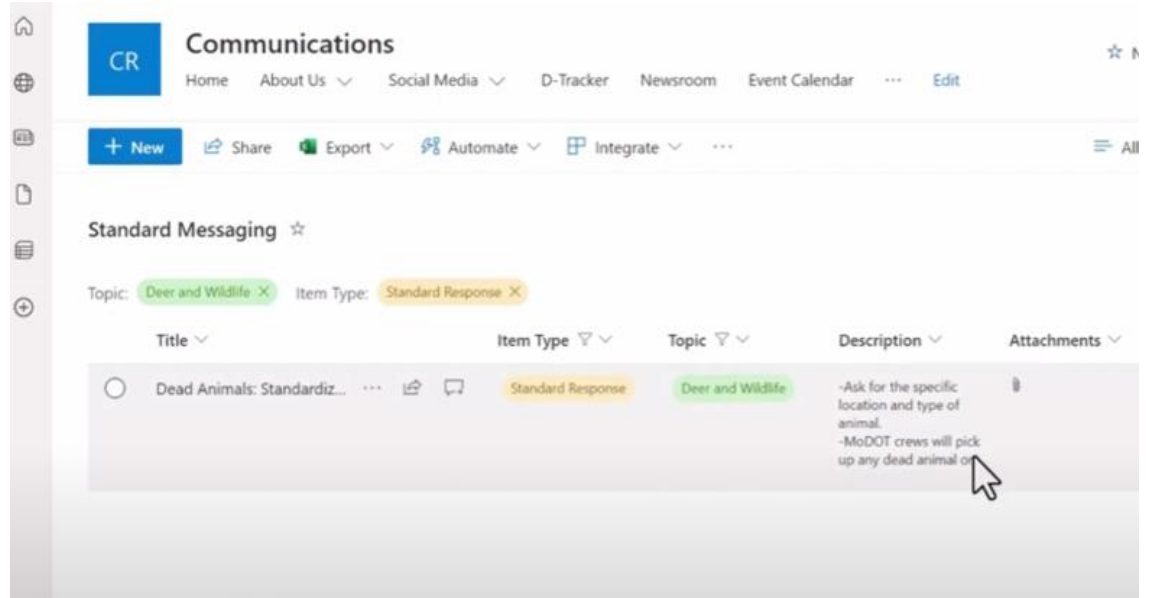


Customer Service Standard Responses



Description and Benefit

As a part of the Customer Service Online Tools development, the Standard Responses were created as a tool which reps can reference and give responses to customers while they are on a phone call with them while ensuring they receive all the correct information. The Standard Responses address common problems and help reps determine how to respond to customers by providing responses and additional questions to ask, talking points, examples and other materials as applicable.

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