

STANDARD SCRIPTS GUIDELINE

Standard Greeting

Thank you for calling **PENRIL**. This is **<your name>** speaking, how may I assist you.

Callers Needs: Understand the type of call – General Enquiry (GE) /Incident/Request etc

Before I proceed, may I know who am I speaking to please?

Confirmation on the Customer Location

Mr/Ms **<caller name>**, May I know, from which company you are calling from?

Obtain user's exact location.

Standard End-Call Process

Request Type Call:

Besides that, is there anything else that I can assist you with Mr/Ms**<caller name>**

We will escalate this to the relevant team and ensure that this matter is looked into. You will received an email notification on the Request ID for this issue and please take notes that our resolution base on request type/priority.

PRIORITY	Description	ETR	ETA
1 - High	Affect Business	2 hours	Immediately
2 - Medium	Affect Service	2 hours	1 days
3 - Normal	Degradation of Service	2 hours	3 days
4 - Low	Affect Individual	2 hours	3 days

Thank you for calling **PENRIL**, do have a nice day. Goodbye.

Suggestion:

Thank you for your suggestion Mr/Ms**<user's name>**, I have noted this down & will highlight this to the Management.

Thank you for calling **PENRIL**, goodbye.