

TOP 25 CX WORDS & PHRASES THAT AGENTS NEED TO USE FOR DELIVERING GREAT CSAT

1. Call Resolution
2. Building Rapport
3. Knowledge
4. Helpful
5. Caring
6. Call Length
7. Ownership
8. Listening
9. Understanding
10. Communication
11. Clarity
12. Authority
13. Appreciation
14. Trust
15. Empathy
16. Transfer
17. Hold
18. Confident
19. Follow Through
20. Next Steps
21. Confirming
22. Emotional
23. Fair Treatment
24. Language
25. Summarizing

Sight Words List Guide Customer Service

**Bessie Blackstone Coleman, James
Fleming Holic**

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