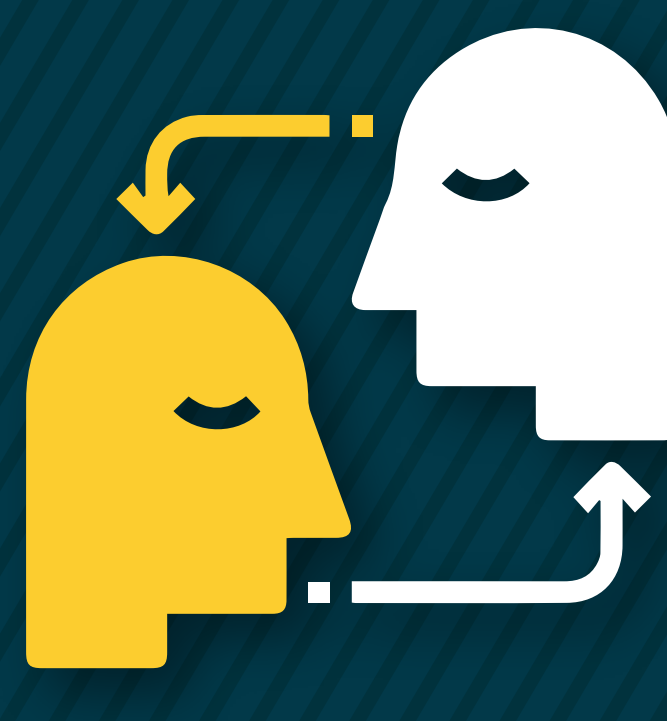


30 Empathy Statements For Customer Service



- #1 "I am sorry you have to encounter this. I can understand what you must be going through."
- #2 "That sounds really challenging."
- #3 "I can see you have been with us for more than X years and the issue you are facing is completely unacceptable."
- #4 "If I were in your place, I would get frustrated too."
- #5 "I am sorry that you have to go through this. It seems like the problem happened because.."
- #6 "I understand what you are going through. It happened because..."
- #7 "A few of our customers complained about the same. They faced the issue because they [their mistake]. Would you mind checking if you did the same?"
- #8 "We recently discovered this issue. This is happening because.."
- #9 "Thank you very much for letting us know about the concern. We will get it fixed quickly."
- #10 "A few of our customers have complained about the same. We are working on it to make sure that it does not happen again."
- #11 "I will personally ensure that your issue gets resolved at the earliest."
- #12 "I have got the concerned team looking into your problem. I will update you with the status soon."
- #13 "I appreciate your patience, Sir/Ma'am. Please be assured that I'm working on your issue on a priority basis."
- #14 "I am currently working on getting a solution to your problem."
- #15 "We are currently working on your issue, and it will be sorted by the end of the day. I hope that's not too late."
- #16 "I have recognized the problem, and I have a quick solution for it."
- #17 "I am personally working on your issue, and I will contact you as soon as I have an update."
- #18 "I understand the urgency of the problem. You enjoy your (birthday, holiday, or vacation) and I will contact you shortly."
- #19 "Since you have bought the product from us, we guarantee you, we will fix your issue asap."
- #20 "I really appreciate your patience. Stay assured your problem will be resolved within two working days."
- #21 "I want to make sure we're meeting your needs. Can you tell me how you feel about the service you received today?"
- #22 "I want to make sure we are doing everything we can to make your experience with us a positive one. Can you give me some feedback on how we handled your issue?"
- #23 "I want to make sure we are meeting your expectations. Can you let me know if there's anything you think we could have done better?"
- #24 "I value your opinion. Can you tell me if there's anything we can do to improve your experience with us in the future?"
- #25 "I want to make sure we are providing the best service possible. Can you share your overall thoughts on the call and the process?"
- #26 "Is there any other issue that I can help you with, Sir/Ma'am?"
- #27 "I hope you have got the solution you were expecting. Let me know if you have any other questions."
- #28 "Your satisfaction is our first priority. Have I answered all your queries? Or do you need assistance with anything else?"
- #29 "It was my pleasure talking to you. Let me know if I have missed anything or if you have got additional questions."
- #30 "I want to make sure we've covered everything. Is there anything else I can help you with before we end the call?"



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