

iCare Call

T B Y W L X I J D K N G O S W K K L P G W M W T
R R Q J X K N V V D I G I T A L S O L U T I O N
O E S U R Z K D E J G A S U K G O U E D H Z Q N
P A S I V E U U M T U C C C J N R U O C K B P O
P S J S H O R T T E R M S O L U T I O N I C H I
A S G T N E B Z Y Q C K N S O S T T S K B P E T
R U O V O S J K Z K W S B E N K I E E A P N M U
D R A H G A E C N E L I S M U M I N I M M D M L
L I Y F K N P Q H L A F W S G M P V R F D C D O
I N G G R H I L Z W L E V C Z J I O T U H Q G S
U G V O W I J D X T R T H U H Y H Y N V W V U M
B P K I C A E E N E L A U G B V S H A A P N Y R
Y H I N T G N N M A Z X Z N M J R T S T R A K E
C R V C Y H M O D N R F E Y Y L E A A Y N X F T
H A C S V R X T E L U B Q F C J N P E Y K R T G
V S I E P U S T N M Y V F Z F U W M L V J J Z N
Q E N J Z Q Z A F K T U X W X I O E P V K K M O
D B N W I L R E H R F R T X R C C G D P Q Y A L
B I F S K P K R A H M V F O M P R I A F Z E Y G
A K C S G H R G T B E X G I V E R T E G Z X Z Y
F U N R A M R V D I X P A D Y A I P M N B L Q Y
N H N B U R L I G R E V G Y V E F V Y A T E D P
N O I T U L O S E R T C A T N O C T S R I F G Z
H K G M X B G B Z H K N M T X L Q F V Y K L P J

First Contact Resolution

Short Term Solution

Long Term Solution

Reassuring Phrase

Digital Solution

Minimum Silence

Build Rapport

Pleasantries

WF Branding

Great Tone

Ownership

Efficient

Friendly

Patient

Empathy