

# Business and admin ba107 telephoe calls essay



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ABA 07 Telephone systems are all different depending on what your Job role requires will reflect on your phone system and make it easier to handle calls.

\*Holding- Pressing this button will place your caller on hold so you can retrieve information such as relevant paper work, find specific details or to divert the call to another colleague. \*Line waiting- This little button usually will flash/beep or even both when there is a call waiting. Transferring calls- This is available when you need to re direct a call to another colleague or maybe the required person or department the costumer has seed for, you normally do this by pressing the ' transfer' button and the select the line you wish to send the call to. \*Answer phone- This is a mail box that will automatically return a message to a client if there is no one available to take the call and will give the customer the opportunity to leave a message.

Teleconferencing- Although in my role of work I would be unlikely to be involved in one of these it is possible to do, this allows more than the ' caller' and the ' receiver' to be involved in the conversation, 3 or more people. You should really know the purpose of a call fore making the call, its important the call sounds professional so there is no misunderstanding of what it is you are requiring. If a lot of information is required e. G. You are asking for bank details to make payments, it would be appropriate to write down what you need so you retrieve the right information without having to call back and ask more questions wasting time.

If a company is well known you could Just use the internet and search for their website where you could find the appropriate depot. Enquire within the company to see if anyone has dealt with that person before or if they know anyone who could help you. Social networking sites such as Backbone &

Twitter as some companies use them as an advertising account to become known. If a caller rings you up make sure you ask who they are and where they are from (company) and take note of their number for future reference.

Internal call- If you know the internal extension number for the person or department you want to contact then you can just simply dial the extension number. If you do not know the extension number of the person you are trying to contact then you can contact the department and ask for the certain person you are trying to get in touch with and they should transfer you if the person is available. If the department claims they do not know of the person you are asking for then you could try human resources, and see if they can help.

External call- Most companies are set up to suit best to how they work, at Addison Plant Ltd we have to press '9' before dialing an outside call. The call you may take maybe the first contact your company has with the other company/customer and because it's over the phone they cannot see if you're smiling or any facial expressions so they will rely on a positive attitude to make the call elegant and productive, and will leave a good first impression of your company as a whole and also yourself.

Being rude is not accepted from any representative of the company it makes your company look unprofessional and makes you look bad, UN- helpful and UN-interested. Whenever you make a call it is always important to be polite and as helpful as possible as it creates a positive outlook on your company which in turn might create more custom. Summarizing is important so both parties involved are sure of the information that is being discussed, it also

cancel out any misunderstandings. For Example: a caller rings up and asks to hire a wagon and I say " We do a fixed price or an hourly rate at EYE.

O. " and he may misunderstand and think that I said " a fixed price of EYE. O", so at the end of the call it's important to summarize what information you have given and to recap everything like prices and quantities so anything planned runs smoothly with no confusion. When a call comes into the office it's important to always take a name in full, if possible, and the company they are calling from, try to ask what the call is in connection with so you can jot down some details if the caller was to call back and refer to the same caller.

If there is a problem it's important to ask what department they would like to be referred to so you transfer the call and they can retrieve the correct solution. \*Pyramid staff have certain roles, share problems on decision making Decisions pass down formal channels from managers to staff Information flows up formal channels from staff to managers

\*Entrepreneurial - decisions made centrally \*Matrix staff - have specific skills, different individuals have different responsibilities to deal with.

\*Independent staff - Normally seen in departments that provide support systems and nothing else. Not suited to most businesses) e. . DRY. - Support - DRY. \*Channels of communication - communication within an organization usually follows certain paths. Information passed between managers and subordinates is sometimes referred to as vertical communication and it flows up and down a set hierarchy. Channels between departments involve lateral communication. As well as formal channels of communication information can pass through as informal Communication cycle is not complete until

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feedback has been received. When you are making a call it is important at the start of the call to clearly state who you are ND where you are calling from.

If you have previously made a call and know who you want to speak with then ask for the person and state why you want to speak directly with them. If you don't know who you want to talk to then ask for the relevant department and explain then on what is it you are wanting to know if a lot of information is required then have a set of questions in front of you so you retrieve all of the information you need, then at the end of the call summaries what information you have collected throughout the call to check accuracy.

For a fault to be resolved then it is important to know; hen the problem started? How Frequent is happening? What problems is it causing elsewhere? Can you restart or reset the system? If it's not a problem you know of then don't try to fix it as you may break it further. Inform the correct members of staff and contact the service provider for assistance. Clarification of callers needs \*Identify caller's needs. Start with open ended question. Active listening. Don't interrupt " How can I help you? " ' What would you like to know from us? \*Clarification of actual situation/facts. Ask pertinent questions " In order to answer your question, I need information about" Sum up, request/concern. Communicate that users concerns are taken seriously- there is no such thing as a silly question. " Did I understand correctly that you would like to know/that you need " It makes sense (is understandable) that you want to know this" " Of course it is important for you to understand

this” Meeting caller’s information needs \*Find out what they know already.

What information was previously given?

Respect for callers attitude without adopting it. “ To avoid giving you information you may know already, what information about this have you already received? ” “ I understand owe you asses this situation... ” “... Lets’ see what information we have about this” \*Moving on to provide information. Initiate giving the information. Assess caller’s intake capacity in this specific situation and how information should be tailored to their needs. “ WSDL you like me to tell you the information we’ve got about this question? ” WSDL you like me to give you an overview at first? ” “ WSDL you like me to get some background information at first? ” \*Providing information. Align information to caller’s questions/concerns. Provide small manageable information packages. Encourage caller to ask questions. Check back to make sure the caller has all the information they want “ If you have questions in between/don’t understand something at any time please say... ” \*Clarification. Revise incorrect/not applicable information cautiously.

Clarify own role. Build a bridge to other staff “ I noticed that... ” “ I would like to point out... ” “ It may be helpful to discuss this information with other colleagues” Summing up and closure \*Conformation Ask if caller’s needs were met If needs obviously were not met address this fact promptly. “ Did I answer your question with the information I gave you? ‘ Was this helpful? ” “ Is this the information you were looking for? ” “ Unfortunately we weren’t able to answer your question(s) the way you had expected it.

The reason is " But maybe our conversation could show you away that... "

\*Closure of call Offer to call again " If you have more questions at a later time/need more information/clarification, feel free to call again anytime"

Giving accurate information to caller's meaner when someone calls a company they have done it with the anticipation of getting their question quickly and professionally. Having up to date information available in a Lear and well organized manner will confirm in the callers mind they made a good decision by choosing your company for assistance.

For example, if a customer called into the office for a price on hiring plant and I gave them a price based on last year's/ incorrect prices when they agree to the set charges and were asked to pay more than I had previously said they would have a poor impression of the company and may not be able to pay as it may not be in their budget. From a callers point of view they want their personal details kept secure and confidential by showing this when dealing with caller you are showing them that you can be trusted with their personal information.

From your point of view, you need to keep callers personal information private and respect their privacy, or you could be liable for prosecution under the data protection act, you wouldn't want your personal information just left out to be looked at by anyone, so you shouldn't do it to their private information. If any confidential information is given out, then it is causing a threat to others. Types of information that could affect confidentiality and security are people's personal details, National Insurance Numbers and account numbers/ sort codes.

These can all be kept confidential by not telling anyone them. The Data Protection Act was setup to prevent confidential information from being given out and it is breaking the law if you do so. All these sorts of information should be handled by a maximum of 2 people and seen by no one else. This way no information will be passed into the hands of the 'Wrong person'. After answering the call following company procedure, ask the caller if they know the name of the person they wish to speak to in our office there isn't that many people so our calls are usually transfers to Bill or Lynn who are Directors. If the caller doesn't know find out briefly what the call is in reference to (due to the topic the caller may wish to discuss can be of a private matter). Using this information can make it easier to select the right person. After answering the phone (taking callers name, company they are from, what the call is regarding) To the caller: explain that they will be put on hold while you try and locate the person they are after or another member of staff who is more appropriate to deal with their enquiry.

To the new recipient of the call: Who is calling, where they are from (company), why o are transferring the call to them and what details have already been given to the caller. This saves time and prevents the caller being given the same information again. To the caller: Who they are being transferred to and why they will be more useful and helpful to deal with their request. When leaving a message for someone out of office or via a phone message: who the caller was, full name, where they are calling from (company) their number, what time they rang, the details of the call and any specific details.



Transferred call- connection with customer may have been lost during transfer, intact previous person who transferred call to you and see if they have a number or company name so you can call the caller back. (Calling a customer back shows you are keen to help that person by taking the time and effort to try and re-connect with the caller). Log problem as a technical fault, if disconnecting issue continues check phones for system fault and report to technical support staff (Lynn as she deals with contacting these people).

Transferred to wrong person- This may have happened due to a system fault or a technical fault with a phone involved, other possibility is the person transferring may have made a mistake. Explain to the person that unfortunately they have been transferred to the wrong person, it may not necessarily be the incorrect department Just wrong person. Apologies and explain the problem, if you can help the customer if not swiftly transfer call to correct person. (Keep caller informed at all times as to what is happening).

The organizational procedures when making and receiving telephone calls can vary massively. Making a call- \*Use all appropriate customers information to plan your call. \*Gather all the information you might need before your conversation with the customer \*Speaking Leary and slowly and adapt your speech to meet the individual needs of your customer. \*Listen carefully when collecting information from your customer and make quick notes of any numbers, prices and times and place \*If possible ask if you could receive an email if there is a lot of information.

Receiving calls- when a call comes into the office it is answered as promptly as possible (Shirley has the master phone) with the greeting " Addison Plant. " Following this we ask who the caller is and where they are from. The caller has usually mentioned by this point either which person they wish to speak to, if caller mentions why they are calling this is noted when transferring the call but it is not company procedure to ask what the call is in reference to.

Being as accurate as possible will help the issue be resolved as fast as possible. Having took note of when the problem first started, how many times the problem is occurring, what exactly is happening, if it is possible to reset or restart the equipment and are any other members of staff experiencing the same problems. Lynn will normally contact the systems advisor for us as she is the person I would tell if any problems occurred.