Target Audience

All Hardware-trained Xbox Customer Support Agents and Xbox Support Staff

Introduction

Repair orders comprise majority of the calls we take in daily. Because of that, we sometimes tend to overlook what our customers may feel about having to wait 2-3 weeks before they can get their console back.

For people who play (or know someone who plays) as much as 14 hours a week, this can be considered a nightmare! Their feelings will vary from anxiety, disappointment, frustration, and anger.

As Xbox Customer Support Agents, we can further show our concern for their situation and restore their confidence on our process by acknowledging their sentiments with encouraging reassurances.

What’s Important

For every repair call, don’t forget to acknowledge and empathize with your customer. Reassure them that we will take care of the concern and work on getting the console back to them as soon as possible.

What to Do

Before ending a repair call, make sure our customers know that:

• We are aware that the experience may have caused them some inconvenience;
• We intend to work on and resolve the console issue completely during the time that it will be under our care;
• We are also looking forward to having them get their console back as soon as possible.

Here are sample scripts that you may personalize based on the nature of the call:

“Mr. Customer, being a gamer myself, I know that 2-3 weeks may not be exactly an easy wait. Let me assure you though that once our service center receives your console, we’ll make sure to take care of the issue fully, and as quickly as possible. Your time is also very important to us here in Xbox.”

“Before I let you go, I would like to let you know that we value your commitment to our product and for that we thank you very much. We know how inconvenient it is to send us the console for repair and wait for 2-3 weeks. Because of that we will do whatever we can to get this working again and send it back as quickly as possible. For the mean time, check out our web site at www.xbox.com for news and updates. Is there anything else I can do for you today?”
“Time away from our console is definitely time away from the Xbox experience you have come to love. We know how that feels. A lot of things are happening everyday in the Xbox community and we don’t want you to miss anything further so, let me assure you, we will strive to repair the console and sent it back to you in as little time possible.”

**When is it Effective**

Immediately

**CODE:**

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