Handling Different Types of Difficult Customers in the Contact Centre

**Is the Customer...**
- Repeat Nuisance (Recognised by CLI)
- Abusive
- Upset

**Show Empathy**
- Did the Customer Swear?
  - Yes
  - Warn The Customer Twice
  - No
  - Did The Abuse Stop?
    - Yes
    - Can the Relationship with The Customer be Salvaged?
      - Yes
      - Close The Customer’s Account
      - No
      - Pass Onto Legal / The Police
    - No
    - 2nd Offence
    - Route to Specialist Advisor
    - 3rd Offence
    - Ask Caller to Only Interact Via Email
    - 4th Offence
    - Close The Customer’s Account

**Clarify The Situation**
- Was The Swearing Directed at You?
  - Yes
  - Warn The Customer Twice
  - No
  - Did The Abuse Stop?
    - Yes
    - Can the Relationship with The Customer be Salvaged?
      - Yes
      - Close The Customer’s Account
      - No
      - Pass Onto Legal / The Police
    - No
    - 2nd Offence
    - Route to Specialist Advisor
    - 3rd Offence
    - Ask Caller to Only Interact Via Email
    - 4th Offence
    - Close The Customer’s Account

**Reassure the Customer**
- Put Details in CRM system
- Did This Process Work?
  - Yes
  - Offer a Call Back/With Supervisor
  - No
  - Terminate Call
  
**Provide Sense of Immediacy**
- Are They Available?
  - Yes
  - Offer a Call Back/With Supervisor
  - No
  - Terminate Call
- Record the Call Details
- Email the Call Supervisor
- Did the Supervisor follow-up?
  - Yes
  - Copy in Manager to 2nd Email
  - No
  - The Matter is Out of Your Hands!

**Route to Queue**
- with No Advisors / Just Hold Music
- Email the Call Supervisor

**Warning**
- No- Contained racist/homophobic/ sexist or threatening language