

MYTEK'S

WOW!

LEVEL 5

BUTLER EXPERIENCE

NO WAIT, NO HOLDS

- FRIENDLY, CONVERSATIONAL CALLS
- HIGH SENSE OF URGENCY AND FOLLOW-UP
- INTERACT WITH PATIENCE AND NARRATE YOUR ACTIONS

CONNECT WITH CLIENTS

- LISTEN AND SPEAK WITH COMPASSION
- MAKE THE CLIENT FEEL LIKE THEY ARE #1
- ADD APPROPRIATE HUMOR TO LIGHTEN THE MOOD
- DEMONSTRATE UNDERSTANDING OF BUSINESS IMPACT
- RELATE TO CLIENT BASED ON THEIR PI PROFILE

ANTICIPATE NEEDS

- RESOLVE ALL CONCERNS ASAP
- PERFORM ROOT CAUSE ANALYSIS
- PROACTIVELY RESOLVE FUTURE CONCERNS
- COORDINATE ALL THIRD PARTIES

