



## **6 Customer Support Phrases You Need to Know**



## 1. “I don’t know, but I’ll find out for you”

Good customer service isn’t always about knowing the right answer. Often, it’s about finding the right answer so that your customer doesn’t have to.

## 2. “I’d be frustrated too”

It’s critical to not just have and develop empathy but to convey it to your customer.

Even if you didn’t do anything wrong, you can still be genuinely sorry about the way the customer feels. Let them know that.

## 3. “I’d be happy to help you with this”

Using the power of positive words in customer service is a psychological trick that is easy to implement while still helping your customers have more positive experiences—both in the moment and over the long-term course of your relationship with them.

## 4. “I’ll send you an update by [day or time]”

While you can’t always promise a solution by a given time, you can always promise an update. Delivering on that promise doesn’t just keep the customer informed about the status of their request, but it’s another opportunity to build trust and let them know that you truly understand and care about the inconvenience they’re experiencing.

## 5. “I really appreciate you letting us know”

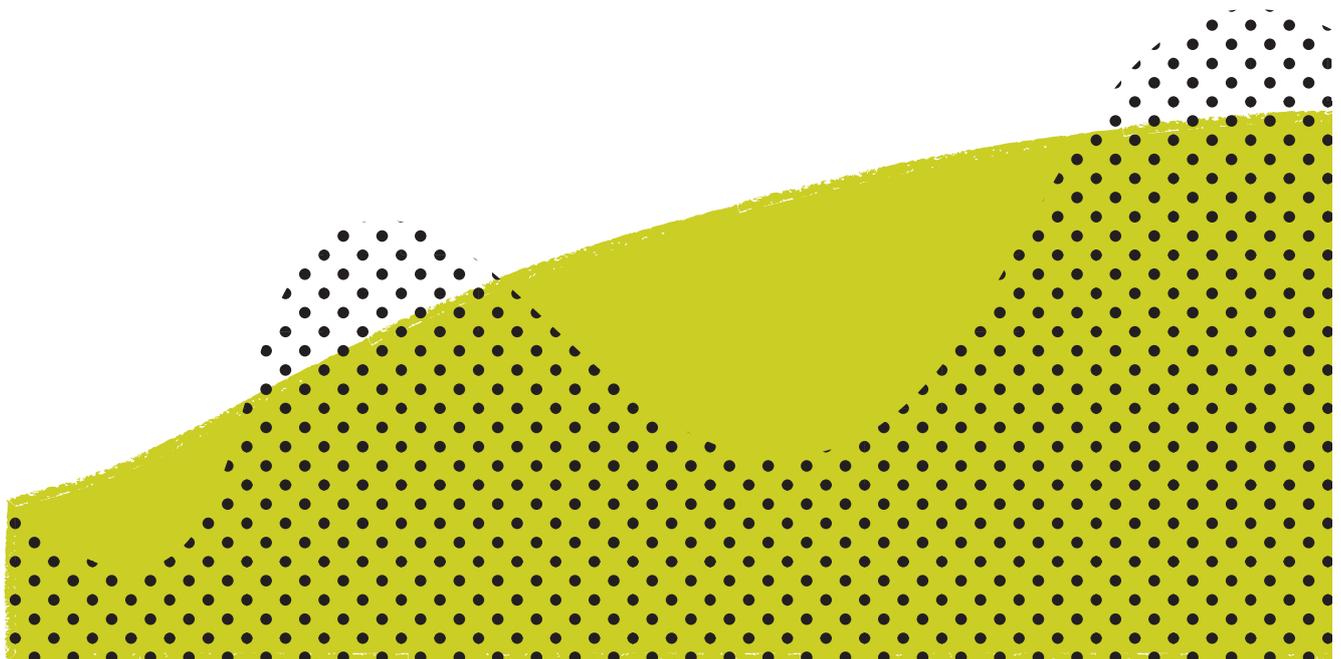
Did they give you feedback? Say “Thank you”. Did they report a bug? Say “Thank you”. Did they complain about something? Say “Thank you”.

Make sure your customer knows how much you appreciate their email, no matter what the tone or contents of it are.

## 6. “Is there anything else i can help you with?”

The fact is that there are times that our answers don’t end up being helpful. The problem is that research shows us that most people won’t speak up about problems.

That’s what makes this one of the most helpful customer service phrases you can use. By leaving the door open and inviting the customer to respond, you’ll give them a chance to let you know if anything remains unresolved.





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