

B	I	N	G	O
Transition	Assess	FCR	Self Talk	Probing Questions
Empathy	Total Care	Remain Focused	CIC	TTP
Voice of the customer	Connect	FREE	Non value statements	Obtain and verify
Summary	Over talk	Resolve	Idol	Quality
Customer	Stay professional	End	e mail	Experience

B	I	N	G	O
Voice of the customer	e mail	CIC	Over talk	Empathy
Self Talk	Obtain and verify	FCR	Quality	Connect
Non value statements	Assess	FREE	Idol	Resolve
Experience	Transition	End	Summary	Customer
Probing Questions	Listening	TTP	Remain Focused	Total Care

B	I	N	G	O
Summary	Idol	Voice of the customer	Experience	Self Talk
Stay professional	TTP	e mail	Over talk	Connect
Resolve	CIC	FREE	Non value statements	FCR
Listening	Probing Questions	Customer	Assess	Transition
Total Care	Remain Focused	Obtain and verify	Quality	End