

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

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Quality	Over talk	CIC	TTP	Connect
Stay professional	Listening	Non value statements	Total Care	Assess
Voice of the customer	Self Talk	FREE	Probing Questions	Empathy
Experience	Remain Focused	Summary	Customer	Resolve
Access	Transition	e mail	End	FCR

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