

Call Flow Bingo

Thank You	Acknowledge	Absolutely	Confidence	Professional
Have a great day	CEWs	Smile	Outstanding	Amazing
Probing Questions	Satisfaction	Words to Avoid	Value Statement	Appreciate
My Pleasure	Excellent	Self Service Options	Fantastic	Resolution
Further Assistance	Please	Definitely	Customer's Name	I'd be more than happy to

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Fantastic	Connecting/Hold	Appreciate	Bank of America	My Pleasure
How can I assist you?	Have a great day	Amazing	Self Service Options	Professional
Empathy	Excellent	Words to Avoid	Smile	Value Statement
Acknowledge	I'd be more than happy to	CEWs	Please	Verification
Recap	Probing Questions	Outstanding	Resolution	Brand the Bank

Call Flow Bingo

Please	How can I assist you?	CEWs	Probing Questions	I'd be more than happy to
Acknowledge	Empathy	Absolutely	Have a great day	Thank You
Bank of America	Wonderful	Words to Avoid	Verification	Call Flow
Amazing	Professional	My Pleasure	Certainly	Value Statement
Brand the Bank	Fantastic	Confidence	Appreciate	Customer's Name