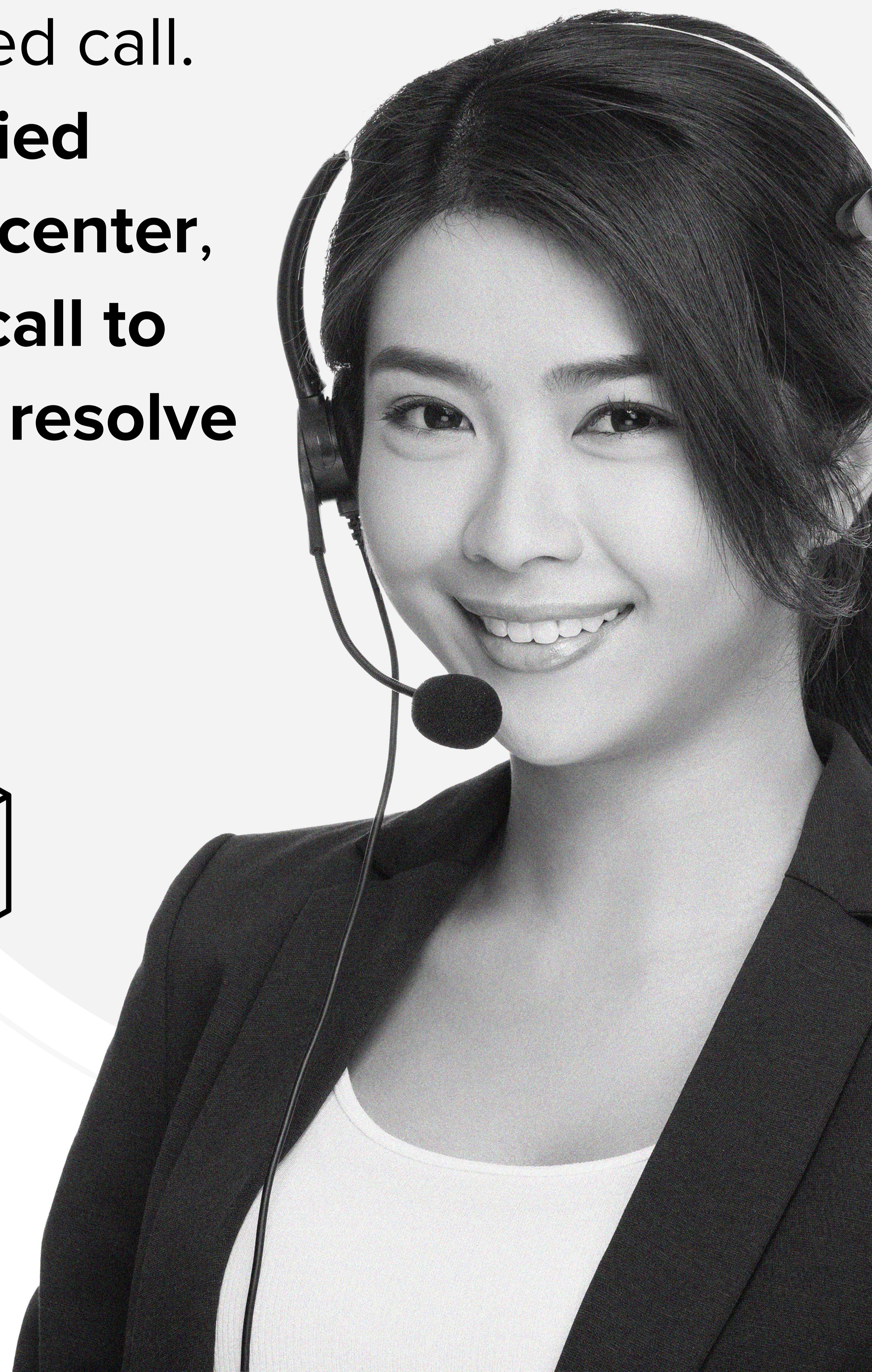
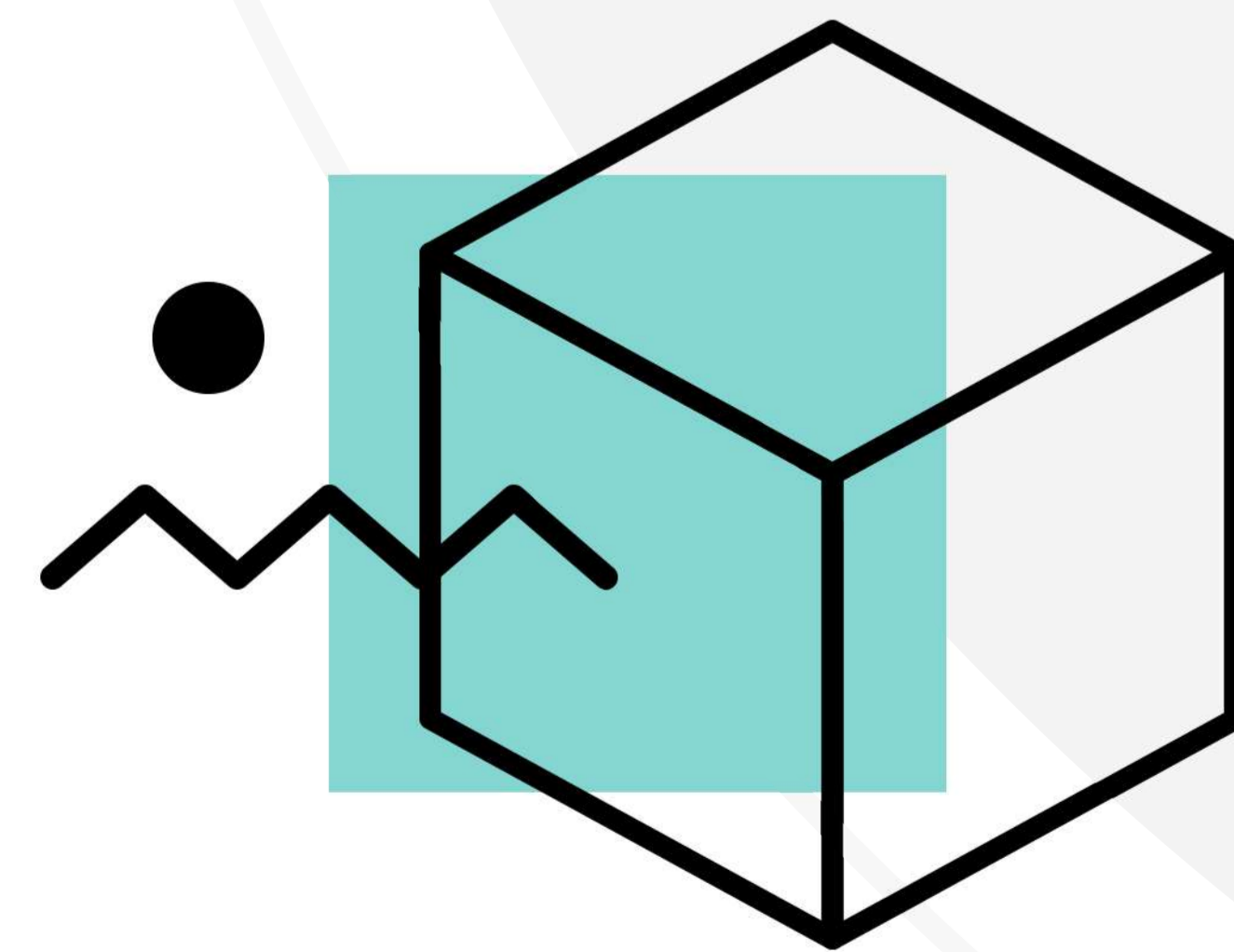


How to Avoid Call Escalation in Contact Centers?

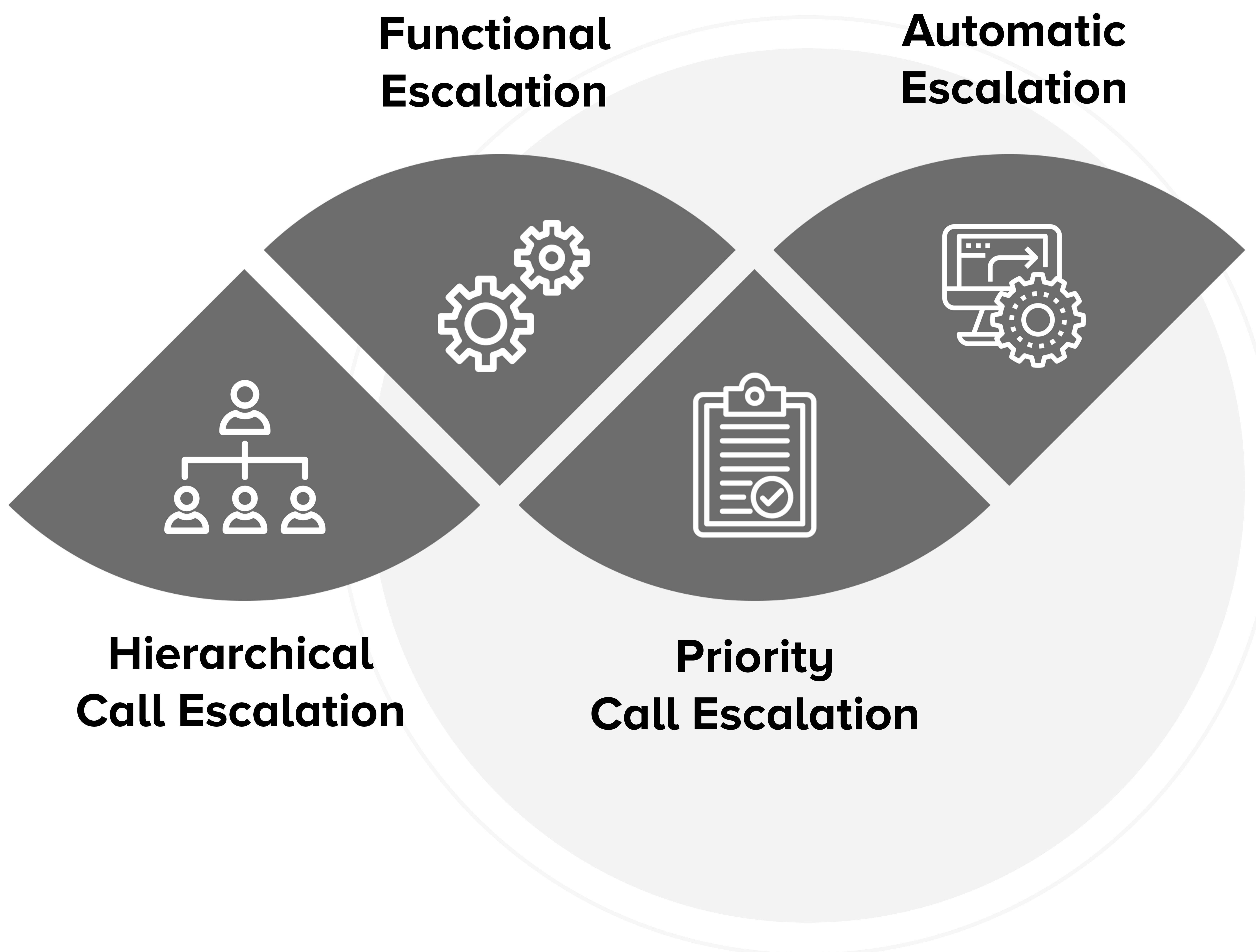


- What does **Call Escalation** Mean?
Suppose a **junior agent transfers a call to a senior one at the customer's request**; this is called escalated call. When customers are **unsatisfied with the service in a contact center**, they request to **escalate the call to someone at a higher level to resolve their issue**.





What are the Different Types of Escalation?



How to Manage Call Escalation in Contact Center?

Do Not Make Assumptions

1

2

Recognize the Problem

Have Clear Objectives

3

4

Demonstrate Sympathy for the Customer

Allow the Customer to Talk

5

Present the Solution

6

7

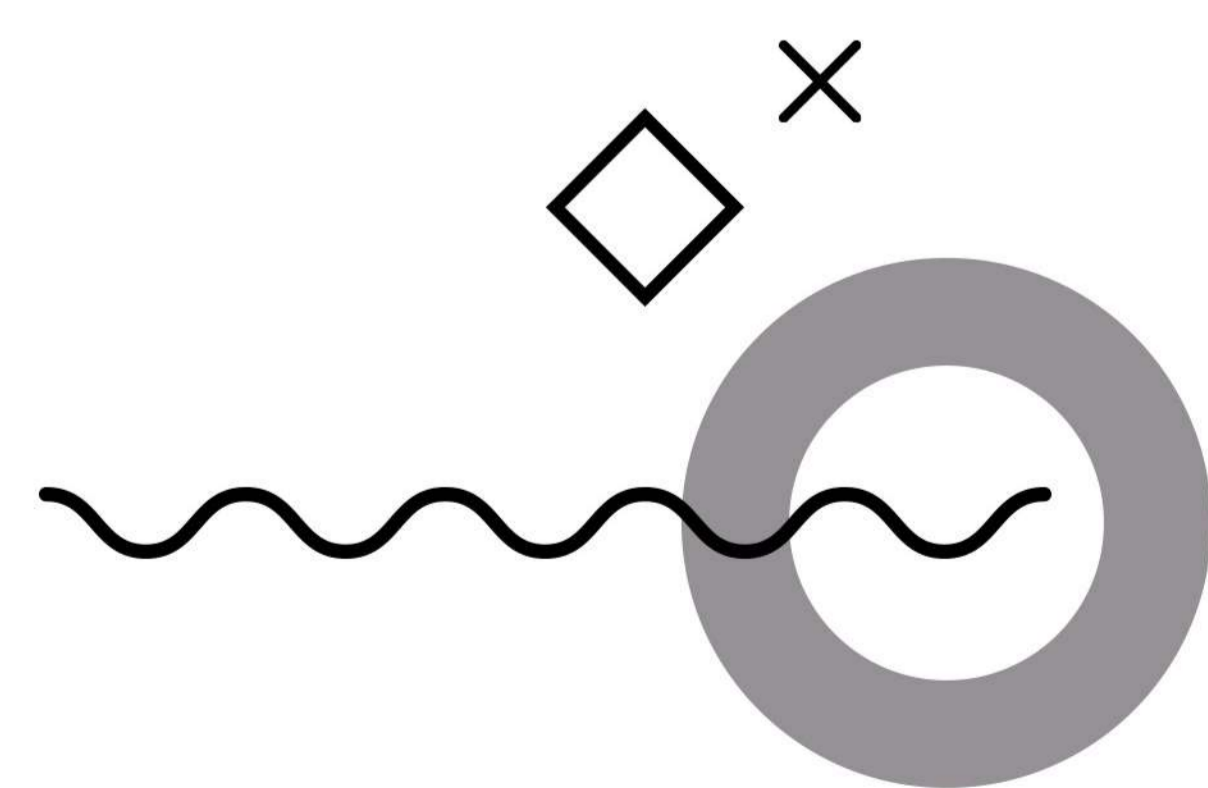
Use AI-assisted Solutions

**Improve Efficiencies in
Call Centers**

8

9

**Use Dynamic Internal
Knowledge**



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