Call Etiquette in Action

Activity Instructions

- Engage in a role-play activity to practice call etiquette.
- Use proper call etiquette, including greeting, appropriate tone, and courtesy words.
- Afterwards discuss what went well and what could be improved.
- Different participants will be called upon to play the role of customer-specialist for each scenario to ensure everyone gets a chance to participate.
- Adjust or modify the given generic scenarios to make them more specific to OnePay.



Applying Call Etiquette

OnePay

- Respond to OnePay customers' problems applying call etiquette.



Customer

Hi, I tried to pay my bill online, but OnePay app is not working.

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Customer

I noticed my account has been closed.

Applying Call Etiquette

OnePay

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Customer

I keep having the same issue again and again. Who do I need to talk to?

Applying Call Etiquette

OnePay

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Customer

Why am I not eligible for direct deposit?

Applying Call Etiquette

OnePay

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Customer

My OnePay debit card was declined when I tried to buy lunch today!