

## Replying to Client Email

Reviewed: 1/15/2011

When applying to client emails, it is important that our replies be professional and consistent. Please follow these instructions exactly when replying to an email from a client or possible client.

- When a client emails us with any sort of information (updated account information, on call information, etc...), the following phrase should be used in your reply:

*I will take care of this.*

*Thank you,*

- When a client or possible client emails with a question or concern that can not be handled by an operator (complaints, questions about service, etc...), the following phrase should be used in your reply:

*I will ask a supervisor to look into this and return your call as soon as possible.*

*Thank you,*

- When an existing client sends operational information (ie, on call calendars, updated phones numbers, etc...) to "info" or "price quote" , the following phrase should be used in your reply:

*Thank your for the information. Note: The address [info@centratel.com](mailto:info@centratel.com) is for general administrative purposes. Our regular channel for client account information is [callcenter@centratel.com](mailto:callcenter@centratel.com). Please use this address instead and your instructions will be more quickly applied to your account.*