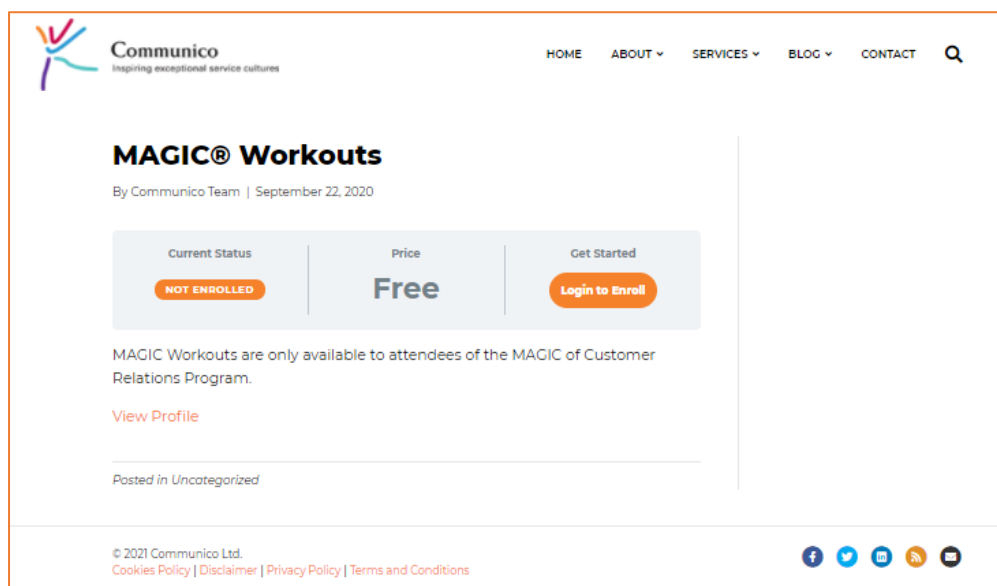
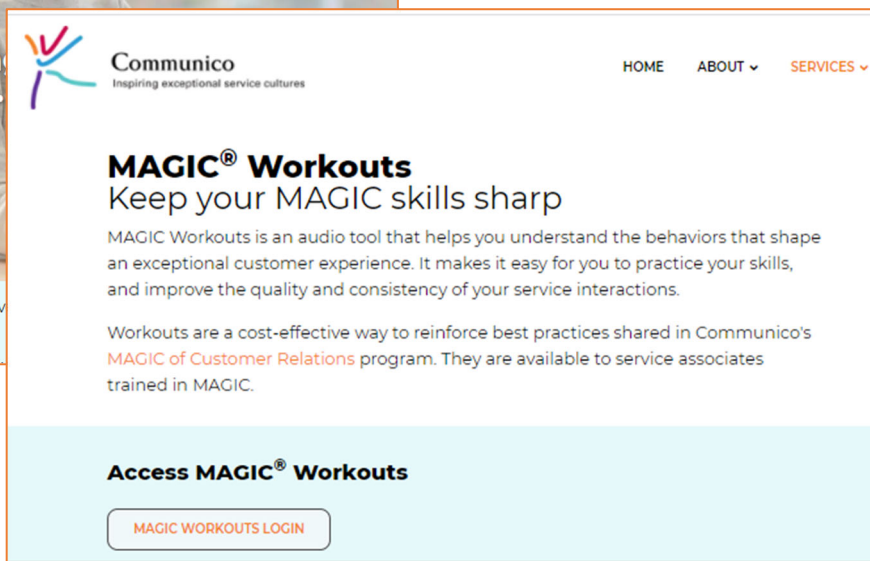
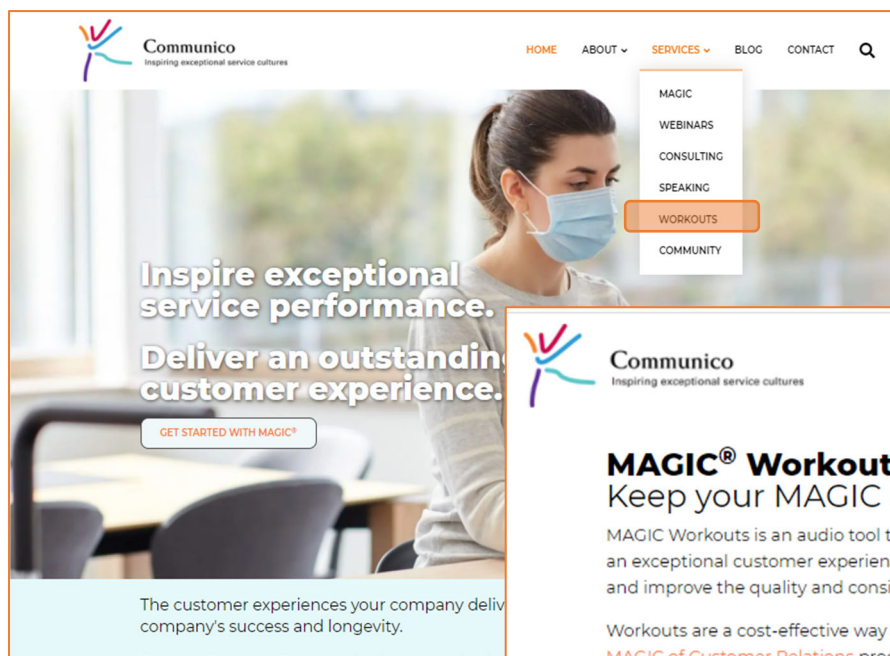




HOW TO USE MAGIC® WORKOUTS

Access is now available to all 12 Workouts.





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Register

Username

Email

Registration confirmation will be emailed to you.

Register

If you forget your password...

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Lost your password? Please enter your username or email address. You will receive a link to create a new password via email.

Username or email

RESET PASSWORD



Click on the Workout you'd like to take.

Read the information and instructions, listen to the standard recording and/or “Start Workout.”



Start the Workout. If unsure of the details or scoring of the point, click on the point and refresh your memory.

0:00 / 2:58

Auto Insurance – Claim Payment

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28
29 30 31 32 33

Current Review Answered

1. Greeting – Offer welcoming words

Yes No NA

2. Greeting – Maintain upbeat tone

Yes No NA

3. Greeting – Use unhurried pace

Yes No

3. Greeting - Use unhurried pace
The pace of the greeting should be unhurried. If the pace is too quick, the customer may perceive you as being rushed or uninterested. This leads him to feel that his issue will not be taken care of accurately and effectively. If the pace is too slow, he may interrupt you, or think you are lethargic, bored or incompetent.
There should be at least one deliberate pause (like a comma in a sentence) in the Greeting. It usually comes between the location and your name. For example: "Thank you for calling Communico (pause), this is Mary."
SCORING
A point is not earned if the pace is hurried, too slow or if there is no pause in the Greeting.

4. Listen and don't interrupt

Yes No NA

Once all points have been scored, click "Finish Workout" (you will be notified if you have skipped any).

32. Close with a sincere tone

Yes No NA

33. Did you lead the interaction closer to a resolution?

Yes No NA

Finish Workout



You will be able to listen to an Exceptional Audio and read the rationale for how the points were scored.

Auto Insurance – Claim Payment

Results
14 of 33 Questions answered correctly
Your time: 00:02:27

You have reached 14 of 33 point(s), (42.42%)

Exceptional Audio

00:00 00:00

Correct Answers & Rationale

Make A Connection: Build the Relationship

- 1. Greeting – Offer welcoming words** The associate did not offer welcoming words or the company name
- 2. Greeting – Maintain upbeat tone** The tone was natural and friendly
- 3. Greeting – Use unhurried pace** There was a brief pause between at least two of the elements in the greeting
- 4. Listen and don't interrupt** The associate did not interrupt the customer while the customer stated the issue
- 5. Express empathy through words** The associate did not express empathy at the first opportunity to do so
- 6. Express empathy through tone** The associate's tone sounded indifferent, insincere and annoyed at different times in the call
- 7. User customer's name as soon as you hear it** The associate correctly stated the customer's name at first opportunity after customer stated it
- 8. Tell them you will help** The associate did not use an "I can," "I will," or other statement of assurance indicating a willingness to help the customer at the first opportunity to do so
- 9. Ask permission to gain more information** The associate began asking two or more questions of the customer without requesting permission to do so

Act Professionally: Express Confidence

- 10. Express sincerity and helpfulness through tone** The associate's tone sounded indifferent, insincere and annoyed at different times in the call
- 11. Maintain appropriate pace** The associate spoke at a natural pace

Click on "View Questions" to see specifics of how you scored.

Close with the Relationship in Mind

- 29. Offer additional assistance when appropriate** The associate asked the customer if she had any other questions right now
- 30. Use customer's name** The associate did not use the customer's name after the summary and before ending the interaction
- 31. End with a MAGIC phrase** In the closing the associate went beyond saying "Thank you" or "You're welcome" by saying "have a good day"
- 32. Close with a sincere tone** The associate's closing words had a tone that was too casual for the nature of the interaction
- 33. Did you lead the interaction closer to a resolution?** The associate helped the customer move at least one step closer to a resolution, agreeing that they would talk again on Monday with updated information

[View Questions](#) [Restart Workout](#)



As a reminder, you can click on the point to read the detail and scoring of each.

View Questions Restart Workout

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28			
29	30	31	32	33																										

■ Correct ■ Incorrect

1. Greeting – Offer welcoming words

Yes

No

2. Greeting – Maintain upbeat tone

Yes

No

1. Greeting - Offer welcoming words

Through words, the customer should feel welcome, comfortable, and important. This helps each customer experience an immediate sense of confidence in you.

There are three types of words in the greeting:

1. Welcoming words
2. Your location (Name of company or department)
3. Your name

Welcoming words can be placed at the beginning or the end of the greeting. You are encouraged to use only one set of welcoming words at the beginning or at the end. For example: if you say "Thank you for calling..." and add "May I help you?" at the end, it can make the greeting too long. When the greeting is long, there can be a tendency to rush through it.

Some of the recommended welcoming words include these phrases at *the beginning of the greeting*:

- "Good Morning... (or Afternoon or Evening)." (Note: avoid these if you interact with customers in different time zones.)
- "Thank you for calling..." (preferred)

Or these phrases at *the end of the greeting*:

- "...May I help you?" (preferred)
- "...How may I help you?"

Some companies have clear policies on how to give your name, first and last, last only, title, etc.

If your company does not have a specific policy regarding giving your name in the greeting, it is recommended that you give only your first name. By doing that, it makes it easier for the customer to remember, rather than having to remember both first and last names.

Your role is to make the interaction so appropriate that the customer would choose to have another interaction with you. The easier it is for the customer to remember your name during the interaction, the stronger the relationship tie becomes.

If you have a name that is difficult to pronounce, the customer may avoid using your name during the interaction. This may weaken the relationship, or at least keep it from becoming a stronger bond. In this case, if possible, create a shorter version of your name that is easier for the customer to use.

If there are other employees in your group, department or team who share the same first name as you, and it is important to differentiate yourself from them, still use your first name when answering the phone, but give your full name and a MAGIC phrase when closing the interaction.

Examples of complete greetings:

- "Thank you for calling Communico, this is Peter."
- "Good morning, Communico, this is Peter."
- "Communico, this is Peter. May I help you?"

SCORING

A point is earned if the associate:

Reminder, you can scroll up to Rationale section to read how this particular Workout was scored.

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Clicking on a step, will open the detailed description for that step.

Correct Answers & Rationale

Make A Connection: Build the Relationship

1. Greeting – Offer welcoming words The associate offered welcoming words in the beginning and the end of the greeting making the greeting excessively long. The associate used the term "speaking" when introducing self. The associate used the term "Can I?" instead of "May I" in the welcoming words

Make A Connection: Build the Relationship

The first step of MAGIC is to build or restore the relationship with the customer. This is the first opportunity to establish an image of professionalism and trustworthiness. Connecting with a customer begins with the impression you give in your greeting. It involves personalizing the interaction by giving your name and getting the customer's name.

Making a Connection also involves actively listening to the customer's need and responding appropriately to the significance of the issue to him or her. You indicate your willingness to help even if you don't have answers to the customer's questions.

By focusing on building the relationship first, you are positioned as having the customer's interests in mind. This puts you in the driver's seat to help you lead the interaction professionally.

This first step usually takes place within the first 30 seconds of an interaction.

Act Professionally: Express Confidence

Finally, you can view your previous scores, by clicking on "View Profile" and Expand All:

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HOME ABOUT SERVICES

Your Workouts Profile

Test 123
Edit profile

1 Courses **0** Completed **0** Certificates **0** Points

Your Courses

^ Collapse All

MAGIC® Workouts

COURSE PROGRESS 0% COMPLETE 0/7 Steps

Workouts	Certificate	Score	Statistics	Date
Banking – New Account		33.33%		April 8, 2021 11:06 AM
Auto Insurance – Claim Payment		42.42%		April 13, 2021 12:33 PM
Auto Insurance – Claim Payment		39.39%		April 13, 2021 12:42 PM