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Used Concisely worded message.

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Use callers Name twice.

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Screen out a Solicitor.

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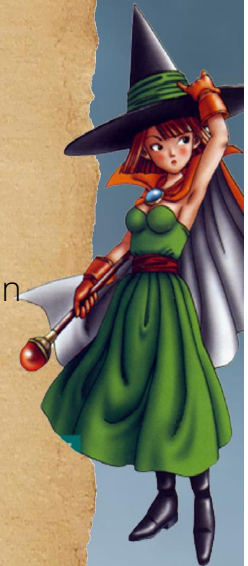
Quickly disconnect a Automated Solicitor.

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Quickly wrap the call and close ROS.

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Verify Callers information early in the call.

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Be Mindful: don't do too much! - follow the directory and keep it simple!

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Be Mindful: Add a little Razzle Dazzle! (consoling or building extra rapport!)

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Use Empathy early in the call.

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Take a breath when getting frustrated and maintain cll control.

