

****Introduction:****

Hello! Thank you for calling [Company Name] customer service. My name is [Your Name], and I'm here to assist you today. How can I help you?

****Listening and Understanding:****

I understand the issue you're facing, and I want to assure you that I'm here to help resolve it. Could you please provide a bit more detail so I can better assist you?

****Empathy:****

I'm really sorry to hear that you've had this experience. I completely understand how frustrating this must be, and I want to make it right for you.

****Resolution:****

Let's work on finding a solution together. I can offer you [proposed solution], which I believe will address the issue you're experiencing. How does that sound to you?

****Closing:****

I'm glad we could solve this for you today. Is there anything else I can help you with? Thank you for choosing [Company Name], and have a wonderful day!