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How to explain a billing query?

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As a customer executive in the BPO industry, there are numerous instances when you have to speak to your customers regarding some query or the other. This is the case, especially in an inbound process. Of course, you, as the point of contact, are supposed to be happy to help and remain committed to that tag line, however, what when an irate customer calls with a query in his/ her bill?



Yes, there are times that in spite of your best efforts in providing high quality service, a minute error here or there could have your customers demand for an explanation. That's when your testing period in the BPO sect begins. Therefore, it is vital for you to keep your English communication skills at its best to ensure a smooth conversation and seamless delivery of answers.

Let's now take a look at a sample conversation that will help you understand the flow of how to explain a billing query to an irate customer!

Customer care- Good afternoon! This is Rex. How may I assist you?

Caller- Hi, is this the Vodafone Network's call center?

Customer care- Yes, sir. How may I help you?

Caller- I wanted to clarify a query in my bill.

Customer care- Sure, sir. Please help me out with your mobile number.

Caller- The number is 9XXXXXXXXX.

Customer care- Please give me a minute, sir.

Caller- Sure.

Customer care- Yes, sir. Your bill for this month is Rs. 2000/-. Correct me if I'm wrong!

Caller- No, no. That's right! However, I'm not convinced.



Customer care- In that case, you could opt for an itemized bill, sir.

Caller- I did. Yet, I've been charged a few hundred more than what is listed. I want a clarification for that.

Customer care- Just a moment, sir. I will give you the justification for the charges.

Caller- Sure, sure.

Customer care- Thank you for holding on, sir. The extra charges that have been incurred in your bill is Rs. 400/-, which is charged on account of you using the Vodafone live world services for watching a live streaming.

Caller- I don't remember. Help me out with the date.

Customer care- One moment, sir. According to our system, you have accessed the Vodafone live world on the 22nd of January.

Caller- Oh yes! Yes. Now I remember.

Customer care- For your clarification, I can mail you the details on the email id we have of yours.

Caller- No thanks! My doubt has been clarified. I was just hoping there is no mistake from your end.

Customer care- Okay. In that case, may I help you with something else?

Caller- No, no, nothing else. Thank you for your help.

Customer care- You're welcome, sir, and happy to help!



There you have it, a simple conversation packed with clarification in simple English. All you've got to do is speak in fluent English to ensure your customers are happy with the service you offer. In addition, it is important for you to maintain a professional flair throughout your conversation. To gain that professionalism, it is recommended for you to join an English speaking course online to help polish and provide finesse to your spoken English skills.

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- By Chander Madan

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