



# Altice Mobile Closing Scripts

Use the following scripts to close  
your interactions accordingly.



# Ask if further assistance is needed:

*"Besides this, John, is there anything else we can assist you with?"*

*"Do you have any other questions for me, Jane?"*

*"Mary, we have proceeded with escalating this case to our X team, please allow ... Besides this, is there anything else we can assist you with?"*





# Properly close with brand script:

*“In that case, thank you very much for contacting Altice Mobile. You may receive a survey about our interaction today. All feedback is appreciated!”*

Goodbye





# Idle closing with brand script:

*After 15 minutes of the customer not responding, the interaction will go to “Idle” (a little blue moon will display on the interaction in LE), you’ll proceed to provide the following script and close the chat.*

*“It appears that you may be otherwise occupied. Due to quality and security purposes I will be forced to end this chat session. I sincerely apologize for the inconvenience that this may cause you. If you have any further questions or concerns, please do not hesitate to get back in touch with us, and we will gladly help you! You can also visit us at <https://alticemobile.com/> Thank you for messaging us at Altice! You may receive a survey about our interaction today. All feedback is appreciated!”*

