

# Call Termination Process

**If for any reason you need to terminate a call you must follow below script and let your TM/helpdesk know straight away**

*❖ If no response from caller, give 1<sup>st</sup> warning by saying 'Hello?' 'Are you still there?'*

*❖ Repeat step 1 if no response*

*❖ If still no response, advise 'If nobody answers I will have to terminate the call.'*

*Wait 30 seconds*

*❖ If there is still no response "unfortunately, I am going to have to terminate the call"*

*❖ Select cancel to end call*

**You also need to let your TM/helpdesk know if you have a dropped call or issue with your headset when caller is unable to hear you**