WHEN YOU DON'T HAVE THE ANSWER…

Here are some phrases to use when the script or FAQs do not fit the reason for the call.

EX. 1: You know, I'm not sure about that. Let me take down your information, and I'll look into it for you.

EX. 2: I don't have that information in front of me, but I'd be happy to have someone follow up with more details.

EX. 3: That's a great question. Let me send a message along for you so that we can get you the right information.

EX. 4: That question is a little advanced for me, but I can definitely take a message and get those details to you.

EX. 5: I'm not really the best person to answer that. How about I send over your information, and I'll have someone reach out to you?