

29 Empathy Statements For Customer Service



- 1 "If I'm understanding correctly."
- 2 "I'm sorry you had to face this."
- 3 "Give me a minute while I figure this out for you."
- 4 "I appreciate your patience."
- 5 "I would feel XYZ too in that situation."
- 6 "I would have asked the same question as you just did."
- 7 "Thank you for contacting us about this."
- 8 "Give me a minute while I figure this out for you."
- 9 "I will contact you in X hours/days with an update"
- 10 "Is there any other problem I can help you with today, big or small?"
- 11 "We/I will help you get this issue resolved."
- 12 "You might find XYZ helpful."
- 13 "I can see what the problem is."
- 14 "You are right"
- 15 "I would like to make sure we're both on the same page."
- 16 "What I am currently doing to help you is."
- 17 "I can understand how that might be difficult."
- 18 "Here's what I am going to do..."
- 19 "This should be fixed by X".
- 20 "If I skip anything important, feel free to stop me at any time."
- 21 "I wish I could make it better."
- 22 "Please let me know whether you have any further questions."
- 23 "We appreciate your honest feedback."
- 24 "I am glad to hear that"
- 25 "Have we covered all that you wanted to discuss today?"
- 26 "May I arrange for an update call when it is convenient for you?"
- 27 "I shall contact you as soon as we have an update."
- 28 "Thanks again for reaching out!"
- 29 "If I can make a suggestion"