Vocabulary

Fill in the blanks with the correct words or phrases form the word bank.

Word BANK

Answering service appointment screen live response

Receptionist redirect

1- A(n) _____ is a person who takes phone calls and greets customers.

2- _____ provides a human greeting for customers that call a company.

3- Customers who do not wish to wait should make a(n) _____.

4- A (n) _____ can be hired to help businesses manage the calls they receive.

5- If a call is placed to the wrong department, a representative can _____ it.

6- A representative can _____ calls before routing them to the right departments.

LIVEWORKSHEETS