

### Concepts

Family history missionaries receive telephone calls from patrons with family history problems. The goal of FamilySearch is to give answers to family history questions. Each time a patron calls FamilySearch, a case is created to track both the question asked, and the answer given to solve the problem. The FamilySearch Support system keeps track of each case for each contact.

1. When you answer the telephone, you are representing the Family History Department of The Church of Jesus Christ of Latter-day Saints. As far as the people calling are concerned, you represent the Church, and if you treat them well, the Church has treated them well. Therefore, we suggest the following telephone guidelines.
  - a. Answer the telephone within three rings.
  - b. Have a pleasant voice. Smile, it makes a difference in your voice.
  - c. Speak distinctly.
  - d. Answer the call: “Thank you for calling FamilySearch. My name is Elder/Sister \_\_\_\_\_. I’m happy to help you with your [**choose one: FHC | Indexing | new Family Search | OFO | Research | Wiki**] question, but first may I have your name and phone number?”
  - e. Obtain and update other contact information as necessary.
2. Be a good listener.
  - a. Refer to the caller by name.
  - b. Ask questions to understand the problem, but don’t interrupt the caller.
  - c. If a caller is angry or rude, listen and try to understand the problem. Empathize with the caller. Apologize and acknowledge the problem. Do everything you can to make sure the problem is resolved. Please do not respond in an unkind way, even if the caller is rude to you.
  - d. Listen with the Spirit. Remember, you are representing The Church of Jesus Christ of Latter-day Saints.
3. Provide as much help as you can.
  - a. Keep the caller aware of the progress of the call. If it will take a few minutes for you to find an answer, ask if he or she would like to hold, have you call back, or have you send an answer by e-mail. If you put the caller on hold, thank the caller for waiting.
4. If you are teaching the patron how to solve the problem:
  - a. Ask the patron to stay with you as you teach him or her the steps.
  - b. Check often with the patron to make sure you are both on the same screen.
  - c. Let the patron know they can call back anytime.
5. Before closing a call:
  - a. Make sure the answer met the caller’s need.
  - b. Ask the caller if he or she has anything else you can help with.
  - c. Ask the caller if he or she would like you to e-mail the answer to him or her.