

Month Two - Developing Confidence and Speed

Last Modified on 12/23/2025 9:50 am EST

Moving Beyond the Basics

Month two is where things start clicking into place. You'll notice you're navigating systems faster, remembering processes without checking notes, and feeling more natural in conversations with customers.

Handling More Complex Calls

You'll now tackle billing disputes, payment arrangement requests, and tariff comparison questions. These calls require more critical thinking and system knowledge. You'll learn to read bills in detail, understand how charges are calculated, and explain them clearly to customers who may be confused or frustrated.

Time Management and Efficiency

Your average handle time becomes more important now. You'll learn techniques to balance quality service with efficiency—using templates for common scenarios, typing while listening, and knowing when to keep conversations focused. The goal isn't to rush customers, but to eliminate wasted time from your workflow.

Developing Your Communication Style

You'll find your own voice as an agent. Some agents are naturally warm and chatty; others are efficient and professional. Both styles work—the key is being genuine while following our service standards. Your team leader will help you refine your approach based on customer feedback and call recordings.

Learning from Difficult Calls

You'll encounter your first challenging situations: frustrated customers, complex technical issues, and situations where you don't immediately know the answer. These calls are learning opportunities. After difficult calls, take a moment to reflect. What went well? What would you do differently? Discuss these experiences with your buddy or team leader.

Technical Troubleshooting Basics

You'll begin learning how to guide customers through basic technical issues: smart meter connectivity problems, online account access issues, and understanding meter readings. This involves asking diagnostic questions, following troubleshooting flowcharts, and knowing when to escalate to technical specialists.

Understanding Call Drivers

Different times of year bring different call types. You'll learn why we're busier after bill runs, how weather affects call volume, and which campaigns or communications generate inquiries. This context helps you anticipate customer concerns and prepare accordingly.

Building Resilience

By month two, the initial excitement may wear off, and the job becomes more routine. This is normal. You'll develop strategies for staying engaged: setting personal goals, focusing on positive customer interactions, and

connecting with colleagues during breaks.

Self-Assessment Checkpoint

At the two-month mark, evaluate your progress honestly. Where do you feel confident? Which call types still make you nervous? What topics do you need to review? This self-awareness helps you target your learning efforts effectively.
