Your first live call

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Reader group: New agents
In a live knowledge base, only signed-in agents in training would see this page. It's public in this demo so you can explore.

Everyone's first call is a little nerve-racking. You've got this, and your coach is right beside you.

Before the call

- Open this knowledge base and your client's **Top call reasons** article.
- Have the greeting and verification questions on screen.
- Take a breath. Customers can hear a smile.

During the call

1. Greet and verify, exactly as you practiced.
2. If you don't know the answer, say: "Great question, let me look that up for you."
3. Search, read, and answer. It's okay to read from the article.

After

Your coach will share one thing that went well and one thing to try next time. That's it.