**A close-up of a logo

Description automatically generated15 Example Phrases to Avoid Dead Air in Customer Service**

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| # | Phrases to Avoid Dead Air |
| 1 | “Let me quickly check that for you – this will just take a moment.” |
| 2 | “I’m pulling up your information now, thanks for your patience.” |
| 3 | “While I’m looking into that, can I ask if you’ve experienced this issue before?” |
| 4 | “I’m just updating your details – this will take a few seconds.” |
| 5 | “I’m processing your request; in the meantime, is there anything else you’d like to discuss?” |
| 6 | “I’m running a quick search to find the best solution for you.” |
| 7 | “While I do this, may I confirm a few more details with you?” |
| 8 | “I’m almost done here – just need to finalize a few things.” |
| 9 | “I’ll need a moment to verify that information; thank you for your patience.” |
| 10 | “I’m checking on that for you right now – this will be just a brief wait.” |
| 11 | “I’m just making sure I have the most accurate information for you – this will take a moment.” |
| 12 | “While I’m confirming those details, how has your experience with our service been so far?” |
| 13 | “I’m almost there – just cross-referencing a few things to ensure accuracy.” |
| 14 | “I’m retrieving the latest update for you, this won’t take long.” |
| 15 | “Let me double-check that for you, and I’ll be right back with the details.” |