**15 Phrases to Avoid Silence on a Customer Service Call**

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| # | Phrases to Avoid Silence on a Call |
| 1 | “I’m confirming those details for you.” |
| 2 | “I’m just pulling up that information for you now, this will just take a moment.” |
| 3 | “I appreciate your patience; we’re nearly there” |
| 4 | “Sorry, this is taking a little longer than I expected.” |
| 5 | “I’m just going to take a look into that for you and I’ll need to be quiet for 2 minutes, if you can please wait on the line” |
| 6 | “I’ve just found your case on the database.” |
| 7 | “I’m just waiting for your case to load.” |
| 8 | “It shouldn’t take much longer now.” |
| 9 | “Sorry, this is taking a little longer than I expected.” |
| 10 | “Thank you for your patience, I’ll be back with you in a moment.” |
| 11 | “I’ll need a few minutes to find all the details for you. Would it be alright if I place you on hold?.” |
| 12 | “This may take a bit to resolve, so I’d like to place you on hold to avoid keeping you waiting in silence.” |
| 13 | “How does that sound to you.” |
| 14 | “I’m looking into this to get a solution for you.” |
| 15 | “Take your time - I’ll be here when you’re ready.” |