



Abusive Caller Guidance

2026

What Is Considered an Abusive Caller?

An **abusive caller** is any individual whose behavior creates an unsafe, hostile, or disrespectful interaction for the representative.

Examples of Abusive Behavior

- Degrading or demeaning language toward the representative, company, or others
- Use of profanity or extremely foul language, especially when directed at a person
- Personal insults, name-calling, or attacks on character, intelligence, or appearance
- Yelling, screaming, or speaking in an aggressive or threatening tone
- Threats of harm, retaliation, or intimidation (physical, legal, or reputational)
- Discriminatory or hateful remarks related to protected characteristics
- Harassing behavior, including repeated hostile calls, inappropriate comments, or sexual remarks
- Manipulative or coercive language intended to pressure the representative outside of policy

Note: An interaction may be considered abusive even if only **one** of these behaviors is present, particularly when directed at the employee rather than the situation.

Handling Abusive Callers: Tone, Boundaries & Disconnect Protocol

Objective

Equip CSRs with clear language and tone guidance to professionally de-escalate abusive callers while maintaining safety, consistency, and brand standards.

Tone Coaching: How You Should Sound

- ✓ **Calm and steady** – lower volume, slower pace
- ✓ **Neutral and respectful** – no sarcasm or emotion
- ✓ **Confident and clear** – boundaries stated once, then enforced
- ✓ **Professional** – firm without sounding defensive or apologetic

What TO Say

First Boundary (Warning)

“I understand you’re frustrated, and I want to assist you. I’m able to continue the conversation, but I need us to keep it respectful.”

Final Warning

“If the language continues, I won’t be able to remain on the call.”

Disconnect Statement

“I’ve asked that we keep the conversation respectful, and the behavior has continued. I’m going to end the call now.”

How to Respond

DO

- ✓ Use “I” statements
- ✓ Speak slowly and clearly
- ✓ Repeat the boundary only once
- ✓ Follow through after warning
- ✓ Document in the ticket

DON'T

- ✗ Argue or match the caller's tone
- ✗ Apologize for setting boundaries
- ✗ Threaten or escalate language
- ✗ Over-explain or justify policy mid-abuse
- ✗ Stay on the call after the final warning

Key Reminders

Setting boundaries is **not punitive** — it is professional, consistent, and protects both the team and the customer experience.