

# The Top 25 Empathy Statements

## The Leading Contact Centre Magazine

### Call Center Helper.com

Published On: 14th Feb 2018 - Last modified: 15th Apr 2019

<https://www.callcentrehelper.com/the-top-25-positive-words-and-phrases-1847.htm>

When using the phone, empathy statements allow an advisor to establish a connection with the person that they are communicating with.

These statements create trust and mutual understanding, which can bring great benefits to customer service interactions.

While we go into more detail of what makes a great empathy statement in our article "18 Empathy Statements That Help Improve Customer-Agent Rapport", here are 25 great examples to try out in the contact center.

1. "I would feel the same in your situation, but we will sort this out..."
2. "I know how frustrating it can be – let's see how I can help you..."
3. "I completely understand how frustrating it is..."
4. "I appreciate how difficult it is to..."
5. "We will work to resolve the problem. You just enjoy your (birthday/holidays/Christmas break, etc.), and I will be in touch shortly."
6. "We are keen to resolve this as much as you are..."
7. "If I were in your position, I would feel exactly the same..."
8. "I appreciate you bringing this to our attention..."
9. "I will contact you as soon as we have had an update."
10. "Definitely, you are making perfect sense."
11. "I can assure you that this will absolutely happen."
12. "We will help you get this issue resolved."
13. "Apologies for the wait, I appreciate your patience."
14. "Don't worry, I can see why you did that."
15. "Yes, that would certainly frustrate me too."
16. "What I would do in this situation is..."

# The Top 25 Empathy Statements

17. "How do you feel about...?"
18. "I know others who have been in your situation and what we did to successfully help them was..."
19. "Just so we know what we're aiming for, what would be the best-case scenario for you."
20. "Absolutely, I can certainly fix that for you."
21. "I will quickly put this into action for you and then everything will be back to normal."
22. "Just so I can clarify and help you, the problem is..."
23. "I'm afraid that we cannot offer you X, but what I can do for you is..."
24. "I am going to take care of this for you."
25. "That does sound frustrating, let's see what I can do to help."