

Excellence in Technical Customer Service

Length: One Day

Summary: You will practice skills and apply principles for providing face-to-face customer service to customers with technical issues. As a provider of customer service in a technical field, you need to interact with customers to address their technical concerns. To do this effectively, you need to develop skills that will help you interact with customers in a positive and professional manner. In this course, you will apply important principles and skills you can use as a technical customer service representative.

Course Objectives:

Upon successful completion of this course, students will be able to:

- Meet the customer.
 - Diagnose the customer's issue.
 - Deliver solutions.
-

Course Content

MEETING THE CUSTOMER

- Be a "People Person"
- Represent Your Company
- Relate to the Customer

DIAGNOSING ISSUES

- Deal with a Customer's Misrepresentations
- Determine the Customer's Need
- Troubleshoot the Customer's Problem

DELIVERING SOLUTIONS

- Finalize the Solution
 - Educate the Customer
 - Deliver Bad News
 - Achieve Performance Standards
 - Close the Contact
-