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AppliedTechnologyAcademy.com

Leadership Training: Excellence in Technical Customer Service

Applied Technology Academy

This one-day course is for those who provide customer service in a technical field. It is designed to help you interact with customers in a positive and professional manner. You will learn principles and skills to use as a technical customer service representative, whether you are interacting with customers in person or via remote systems like email or the telephone.

LEVEL	DURATION	EXPERIENCE	AVERAGE SALARY	LABS
Foundational	**1 Day**	**None**	**Varies**	**No**

Course Overview

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 the Excellence in Technical Customer Service Training course, you will apply important principles and skills you can use as a technical customer service representative.

You will also need to respond to customer service queries via a remote system such as email or the telephone. In order to do this effectively, you will learn how to develop skills that will help you interact with customers in a positive and professional manner, as a remote customer service representative.

Course Outline

- **Module 1: The Four elements of Technical Support Excellence**
  - Profit
  - Reputation
  - Efficiency
  - Effectiveness
- **Module 2: Connecting with Your Customer**
  - Be a “People Person”
  - Represent Your Company
  - Relate to the Customer
- **Module 3: Diagnosing and Addressing Issues**
  - Deal with a Customer's Misrepresentations
  - Determine Your Customer's Need
  - Troubleshoot the Customer's Problem
- **Module 4: Delivering Solutions**

  - Finalize the Solution
  - Educate the Customer
  - Deliver Bad News
  - Achieve Performance Standards
- **Module 5: Managing the Customer's Mindset**
  - Accept a Customer Contact
  - Address a Customer's Emotional State
  - Address Your Own Emotional State
- **Module 6: Closing Communications**
  - Upsell Additional Products
  - Conclude Customer Contact
  - Follow Up
  - Release Stress

Prerequisites

There are no prerequisites for this course.

Course Objectives

- Understand why profit is a primary objective of businesses and Support plays a role in contributing to profitability
- Learn how Customer Support can affect customer perceptions about products, brands, and companies
- Gain the skills to achieve a more efficient support organization, which can accomplish more than inefficient groups

Learn how the ability to provide timely, quality answers to customer issues can be the essence of support's mission and a primary factor in driving customer satisfaction, retention and relationship growth

- Focus on customers' top two expectations to save time and reduce stress
- Manage customer expectations by personality style
- Deal with difficult customers
- Respond effectively to specific customer behaviors

Ready to enroll? Call 800.674.3550 or email Info@AppliedTechAc.com — private team cohorts, GSA MAS purchasing, military credentialing funding, VA GI Bill and VR&E and student financing available.