Excellence in Technical Customer Service

Course Duration: 1 Day
Course ID: 13675

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.

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

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