

Customer Service Via Phone and E-Mail (Tier 1)

1/2 Day

Description

You need to respond to customer service queries via a remote system such as email or the telephone. In order 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 learn important principles and skills you can utilize as a remote customer service representative.

Prerequisites

- None

Objectives

- ✓ Manage the customer's initial contact.
- ✓ Address the customer's issues.
- ✓ Close communications with the customer once all issues have been resolved.

Managing the Customer's Initial Contact

- Accept a Customer Contact
- Address a Customer's Emotional State
- Address Your Own Emotional State

Addressing Customer Issues

- Assess Customer Issues
- Develop Solutions
- Negotiate to Reach a Solution

Closing Communications

- Upsell Additional Products
- Conclude Customer Contact
- Follow Up
- Release Stress