

## Excellence in Technical Customer Service (Tier 1)

1 Day

### Description

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.

### Prerequisites

- None

### Objectives

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

### Meeting the Customer

#### ***Be a "People Person"***

Human Interaction  
Why Should I Care?  
Sociable Behavior  
Hurtful Behavior  
Sarcasm  
Condescending Speech  
Body Language  
Aspects of Conversation  
Staying Sociable  
How to Be a "People Person"

#### ***Represent Your Company***

The Customer Service Cycle  
Company Image  
Face-to-face Interactions  
How to Represent Your Company

#### ***Relate to the Customer***

Customer Characteristics  
Biases in Customer Service  
Levels of Technical Knowledge  
Emotional States  
Responses to Technical Jargon  
How to Relate to the Customer

### Diagnosing Issues

#### ***Deal with a Customer's Misrepresentations***

Misrepresentation

How to Deal with a Customer's Misrepresentations

#### ***Determine the Customer's Need***

Customer Need  
How to Determine the Customer's Need

#### ***Troubleshoot the Customer's Problem***

Symptoms  
How to Troubleshoot the Customer's Problem

### Delivering Solutions

#### ***Finalize the Solution***

Solution  
Satisfaction  
How to Finalize the Solution

#### ***Educate the Customer***

Diagrams  
Patience  
Technical Information and Non-Technical People  
How to Educate the Customer

#### ***Deliver Bad News***

Diplomacy  
How People Respond to Bad News  
How to Deliver Bad News

#### ***Achieve Performance Standards***

Performance Standards  
Satisficing  
How to Achieve Performance Standards

#### ***Close the Contact***

How to Close the Contact