

## BUSINESS SKILLS

## EXCELLENCE IN TECHNICAL CUSTOMER SERVICE



### POSITIVE AND PROFESSIONAL CUSTOMER INTERACTION

**Format:**

*Instructor-Led group-paced, classroom-delivery learning model with structured hands-on activities.*

**Course Length:**

*1 Day*

### Course 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.

### Course Objective:

You will practice skills and apply principles for providing face-to-face customer service to customers with technical issues.

### Target Student:

Customer service professionals providing technical support or service, on-site or by way of call center or email.

### Hardware Requirements

- Pentium® 90 MHz or higher processor.
- Screen resolution of 800 x 600 set to 256 colors.

### Software Requirements

- Windows® XP Home Edition, or Windows® XP Professional.
- Microsoft® Internet Explorer® 5.0x, 5.5, 6.0; or Netscape Navigator® Adobe® Acrobat Reader® 6.0 or higher
- Apple® QuickTime® 5.0 or higher
- Macromedia® Flash Player® 6.0.79 or higher
- Macromedia® Shockwave® 7.0.2, 8.0, 8.5, 8.5.1 or higher.
- Turn off pop-up blocking. (Windows XP with Service Pack 2 Internet Explorer users only).

### PREREQUISITE EXPERIENCE:

*To ensure student success, it is recommended that the students participate in the following courses:*

*Customer Service Skills*

*You may find the following courses beneficial:*

*Motivating Employees*

*Change Management for Managers*

*Managing Conflict*

*Performance Management*

*Communication Techniques*

*Negotiating Skills*



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## Performance-Based Objectives

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

- *meet the customer.*
- *diagnose the customer's issue.*
- *deliver solutions.*

## Course Content

### Lesson 1: Meeting the Customer

- *Topic 1A: Be a "People Person"*
- *Topic 1B: Represent Your Company*
- *Topic 1C: Relate to the Customer*

### Lesson 2: Diagnosing Issues

- *Topic 2A: Deal with a Customer's Misrepresentations*
- *Topic 2B: Determine the Customer's Need*
- *Topic 2C: Troubleshoot the Customer's Problem*

### Lesson 3: Delivering Solutions

- *Topic 3A: Finalize the Solution*
- *Topic 3B: Educate the Customer*
- *Topic 3C: Deliver Bad News*
- *Topic 3D: Achieve Performance Standards*
- *Topic 3E: Close the Contact*