

Tier 1 Support Specialist

Course Summary

Description

The ever-changing world of a high-tech customer-support environment places ever-increasing demands on support specialists and help desk analysts to meet the technical and business needs of the customer while providing unsurpassed customer care. Balancing these responsibilities can be challenging, but Tier-1 Support Specialist training will prepare you to meet this challenge.

Objectives

By the end of this course, students will learn:

- The role of support services
- The importance of good communication in customer engagements
- How to earn customer loyalty
- Commonly used service-delivery methods
- Best practices for call management and support services
- Best practices for managing difficult customer scenarios
- How to solve problems more creatively
- How to become an effective team member and promote a team environment
- The steps for incident and problem management
- How to manage customer expectations
- The importance of working as an active team member

Topics

- Customer Service Foundations
- Best Practices in Support Methodologies
- Best Practices in Problem Solving

Audience

This course is recommended for front-line support techs, support specialists and help desk analysts and professional who want to develop their knowledge and skills for delivering world-class customer and technical support.

Prerequisites

There are no prerequisites for this course.

Duration

Two days

Tier 1 Support Specialist

Course Outline

- I. Customer Service Foundations**
 - A. Introduction to Support Services
 - 1. Evolution of Support Services
 - 2. Where we used to be and where we are now
 - B. The Role of Support Services
 - 1. Defining Customer Service and understanding the customer-service dynamic
 - C. Communication and Competencies
 - 1. Communication Barriers
 - 2. Assertiveness in Customer Service
 - 3. Enhancing Oral Communication
 - 4. Understanding Customer Competency Levels
 - 5. Managing Stress
 - 2. Greet the Customer
 - 3. Listen to the Customer
 - 4. Understand the Customer's Needs
 - 5. Ask Appropriate Questions
 - 6. Perform Incident / Problem Management
 - 7. Perform Troubleshooting
 - 8. Close the call
- II. Best Practices in Support Methodologies**
 - A. Common Support Models
 - 1. Support Models Overview
 - B. Common Support Methods
 - 1. Telephone Support
 - 2. Desk-Side Support / Field Support
 - 3. e-Support
 - C. Best Practices in Problem Management
 - 1. Incident Vs. Problem Management
 - 2. Objectives of Problem Management
 - 3. Basic Steps in Problem Management
 - D. Best Practices in Phone Support
 - 1. The Call-Handling Process
- III. Best Practices in Problem Solving**
 - A. Thinking and Creativity in Problem Solving
 - 1. Critical Thinking Skills
 - 2. Creative Thinking Skills
 - B. Troubleshooting and Problem Solving
 - 1. General Troubleshooting / Problem-Solving Steps
 - 2. Diagnose (Identify) the Problem
 - 3. Isolate the Cause
 - 4. Determine Options for a Solution
 - 5. Develop a Resolution Action Plan
- E. Best Practices for Managing Difficult Customer Scenarios**
 - 1. Difficult Customer Service Situations
 - 2. Managing the Irate Customer
 - 3. Negotiating Unrealistic Requests
 - 4. Managing the Abusive Customer
 - 5. Managing the Rambler
 - 6. Managing the Emotional Customer
 - 7. Managing Cross-Cultural Customer Communication
- F. Best Practices in Teamwork**
 - 1. Principles of Teamwork