Customer Support Agent

Course Summary

Description

In today's increasingly competitive support environment, it is crucial for Customer Support Agents to provide unsurpassed customer service. Customer Support Agent training will prepare you to meet this challenge. The training is designed for entry-level CSAs, but will benefit even the most experienced agent. You will learn to successfully handle inbound service requests, deal with difficult customer-service situations, enhance your personal and professional competencies, exercise professionalism, manage customer expectations, and manage daily stress through it all. In addition, you will understand best practices for a world-class call center or contact center.

Objectives

By the end of this course, students will learn:
- The role of customer-support services
- The importance of good communication in customer engagements
- How to earn customer satisfaction and loyalty
- Best practices for call handling
- Best practices for managing difficult customer scenarios
- Best practices notification, follow-up and follow through

Topics

- Customer Service Foundations
- Best Practices in Support Methodologies

Audience

This course is recommended for front-line call-center agents who want to develop knowledge and skills centered on best practices for customer support.

Prerequisites

There are no prerequisites for this course.

Duration

One day

Customer Support Agent

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

II. Best Practices in Support Methodologies
A. Best Practices in Phone Support
1. The Call-Handling Process
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
B. 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
8. Customer Communication