

Exceptional Customer Service for Help Desk Professionals



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this course:](#)

What is it all about?

This course is specifically designed to cater for technical professionals who deal with customers and users. You will learn all about customer service, communication, managing customer frustrations, increasing customer receptivity to solutions, helping customers explain the real problem, and efficient listening skills.

Whether you are experienced or new to the telephone customer support environment, this is an extremely valuable course for all staff who regularly use the telephone to support internal or external customers.

Who should attend:

Anyone who provides technical support to either internal or external customers

Duration:

One Day

Additional Information:

Course Content can be tailored to clients specific needs

Course Contents

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| • Communicate value of services to internal customers | • Manage Customers expectations |
| • Understand & appreciate what it feels like to be on the end of poor, good and excellent customer service | • Recognise the importance and benefits of delivering quality support, consistently |
| • Explain technical information to non-technical customers | • Maintain professionalism under pressure |
| • Guide conversations to improve call efficiency | • Effective communication skills |
| • Involve customers in problem resolution | • Vocal impact |
| • Factors of good and bad communication | • Active listening skills |
| • Active, efficient and effective listening skills | • Handling complaints |
| • Effective questioning techniques | • Assertive behaviour |
| • Dealing with difficult situations | |

**For more information, or to book your course, please call Sense IT on 0870 4296445
Or visit our web site –www.sensetraining.co.uk**