

# EXCELLENCE IN TECHNICAL CUSTOMER SERVICE

Course Code: 821244

In this course, you will apply important principles and skills you can use as a technical customer service representative.

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 the Excellence in Technical Customer Service Training course, you will apply important principles and skills you can use as a technical customer service representative.

You will also need to respond to customer service queries via a remote system such as email or the telephone. In order to do this effectively, you will learn how to develop skills that will help you interact with customers in a positive and professional manner, as a remote customer service representative.

## What You'll Learn

- Understand why profit is a primary objective of businesses and Support plays a role in contributing to profitability.
- Learn how Customer Support can affect customer perceptions about products, brands, and companies.
- Gain the skills to achieve a more efficient support organization, which can accomplish more than inefficient groups.
- Learn how the ability to provide timely, quality answers to customer issues can be the essence of support's mission and a primary factor in driving customer satisfaction, retention and relationship growth.
- Focus on customers' top two expectations to save time and reduce stress
- Manage customer expectations by personality style
- Deal with difficult customers
- Respond effectively to specific customer behaviors

## Who Needs to Attend

Service desk agents, tech support representatives, service desk engineers, field engineers, and anyone who provides technical support to internal or external customers.

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VIRTUAL CLASSROOM LIVE

\$845 CAD

1 Day

## Virtual Classroom Live Outline

### **The Four elements of Technical Support Excellence**

- Profit
- Reputation
- Efficiency
- Effectiveness

### **Connecting with Your Customer**

- Be a “People Person”
- Represent Your Company
- Relate to the Customer

### **Diagnosing and Addressing Issues**

- Deal with a Customer’s Misrepresentations
- Determine Your Customer’s Need
- Troubleshoot the Customer’s Problem

### **Delivering Solutions**

- Finalize the Solution
- Educate the Customer
- Deliver Bad News
- Achieve Performance Standards

### **Managing the Customer's Mindset**

- Accept a Customer Contact
- Address a Customer’s Emotional State
- Address Your Own Emotional State

### **Closing Communications**

- Upsell Additional Products

- Conclude Customer Contact
- Follow Up
- Release Stress

Jun 20 - 20, 2025 | 10:00 AM - 4:00 PM EST

Aug 20 - 20, 2025 | 10:00 AM - 4:00 PM EST

Oct 22 - 22, 2025 | 10:00 AM - 4:00 PM EST

Dec 15 - 15, 2025 | 10:00 AM - 4:00 PM EST



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PRIVATE GROUP TRAINING

1 Day

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