

Call Center Technical Support Specialists Best Practices

Course Summary

Description

In today's challenging and increasingly complex IT environment, it is crucial that support specialists provide unsurpassed technical and customer service. This Tier-1 Support Specialist training course will help to prepare front line support specialists and their managers to meet this challenge. Although designed for entry-level support specialists, this class will benefit even the most experienced specialist or manager. You will learn to successfully handle inbound service requests, deal with difficult customer-service situations, enhance your personal and professional communication and conflict resolution competencies, solve problems creatively, and manage customer expectations.

This course includes role-plays and hypothetical situation discussions to round out the learning. It is delivered via a virtual classroom using webinar and teleconferencing tools fully emulating the call center environment.

Objectives

At the end of this course, students will be able to:

- Describe the broad role, responsibilities and desired outcomes of the support specialist in providing effective customer service
- Describe and demonstrate the accountabilities of the support specialist in providing effective customer service
- Describe and apply communications skills best practices in providing effective front-line customer service
- Describe and apply conflict management and resolution best practices in providing effective front-line customer service

Topics

- Customer service foundations
- Best Practices in Phone Support
- Communication Skills Related Competencies
- Best Practices Managing Difficult Customers

Audience

This course is designed for individuals who provide front-line support, and managers who want to develop the framework knowledge of technical-support, help-desk, or support-center operations.

Prerequisites

There are no prerequisites for this class.

Duration

One day

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Course Outline

I. Customer service foundations

Participants review and discuss the fundamentals of the role in providing effective customer service, including broad responsibilities of the role, the ideal "mind set" in approaching the role, the importance of emotional intelligence, and knowing when to escalate the situation. Included is a discussion on the importance of having clear guidelines for the role, especially related to escalation.

II. Best Practices in Phone Support

Leveraging on participants existing knowledge and skills, participants explore and build an actionable set of phone support best practices they can take back to their workplace and implement immediately. Examples from broader best practices research on the topic are also introduced by the instructor as needed.

III. Communication Skills Related Competencies

Participants explore and discuss key communication related competencies including the importance of vocalizing your thinking and problem-solving approach and status of the resolution, active listening, and using effective language to demonstrate empathy to the customer's situation. Included is a discussion on the importance of providing options when possible.

IV. Best Practices Managing Difficult Customers

Participants explore and discuss key conflict resolution/dealing with difficult customer related competencies including the importance of vocalizing your thinking and problem solving approach and status, active listening and using language to demonstrate empathy to the customer's situation. Participants also work to develop personalized conflict resolution "scripts" they can use when dealing with difficult clients.