



Customer Service Via Phone and Email

Course Specifications

Course number: 088648

Software: Microsoft Windows®

Course length: .5 day

Course Description

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

Course Objective: You will practice skills and apply principles for providing customer service remotely, via telephone and the web.

Target Student: New employees in a telephone or electronic-based customer service role in any industry, or current employees in this role in need of developing these skills.

Prerequisites: Written communication and typing skills; familiarity with telephone, email, and web-based communication tools.

Delivery Method: Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- Manage the customer's initial contact.
- Address the customer's issues.
- Close communications with the customer once all issues have been resolved.





Course Content

Lesson 1: Managing the Customer's Initial Contact

- Topic 1A: Accept a Customer Contact
- Topic 1B: Address a Customer's Emotional State
- Topic 1C: Address Your Own Emotional State

Lesson 2: Addressing Customer Issues

- Topic 2A: Assess Customer Issues
- Topic 2B: Develop Solutions
- Topic 2C: Negotiate to Reach a Solution

Lesson 3: Closing Communications

- Topic 3A: Upsell Additional Products
- Topic 3B: Conclude Customer Contact
- Topic 3C: Follow Up
- Topic 3D: Release Stress

