

Technical Customer Service

Course Content –

Meeting the Customer

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

Diagnosing Issues

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

Delivering Solutions

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