

# Technical Support: Troubleshooting & Solutions

Learn to engage customers, diagnose their issues and deliver effective solutions through structured troubleshooting and communication.

**3**

MODULES

**11**

TOPICS

## COURSE OVERVIEW

This course covers how to meet and relate to customers, including being approachable and representing a company well. It then addresses diagnosing issues, covering how to handle misrepresentations, determine customer needs and troubleshoot problems. Finally, it covers delivering solutions, including finalising fixes, educating customers, delivering bad news, meeting performance standards and closing the contact.

## WHO THIS COURSE IS FOR

Technical Support Agents

Customer Support Representatives

Help Desk Technicians

Service Desk Staff

## LEARNING OBJECTIVES

- Describe how to relate effectively to customers
- Explain how to represent a company to customers
- Identify a customer's misrepresentations during a support call
- Determine a customer's underlying need
- Troubleshoot a customer's technical problem
- Finalise an appropriate solution for a customer
- Explain how to deliver bad news to a customer
- Apply performance standards when closing a customer contact

## 3 Modules, 11 Topics

01

### Meeting the Customer

#### TOPICS

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

02

### Diagnosing Issues

#### TOPICS

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

03

### Delivering Solutions

#### TOPICS

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

#### WHAT IS INCLUDED

## Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

## Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

## Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

### Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

Visit [koenig-solutions.com](https://koenig-solutions.com)

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