

Contact Center - Skill-based training

Ready-To-Go and Tailored Offerings

Chat

- Basic Chat Flow and Best Practices
- Using Response Libraries Effectively
- Chat Etiquette
- Chat Writing Basics
- Being Professional
- Controlling the Chat
- Understanding and Acknowledging Customer's Needs
- Being Empathetic with the Customer
- Creating a Positive Customer Experience
- Projecting Tone in Chat
- Being Proactive and Taking Responsibility
- Handling Angry Customers 1 – Managing the Customer
- Handling Angry Customer 2 – Managing Yourself
- Introduction to Quality
- Improving Quality

Customer Service

- Controlling the Conversation
- Dealing with Angry Customers - Techniques 1-2
- Dealing with Angry Customers - Techniques 3-5
- Dealing with Angry Customers - Technique 6
- Effective Listening Overview
- Effective Listening Tips 1-3
- Effective Listening Tips 4-6
- Emotive Loyalty: Building an Emotional Connection
- Emotive Loyalty: Building Confidence
- Emotive Loyalty: Building Integrity
- Emotive Loyalty: Building Passion
- Emotive Loyalty: Building Pride
- Grammar and Word Choice for the Phone
- Identifying Customer Needs
- Identifying Different Customer Types
- Interacting with Different Customer Types
- Making a Connection
- Making a Connection (Technical)
- Matching Solutions to Meet Customer Needs Part 1
- Matching Solutions to Meet Customer Needs Part 2
- Positive Focus and Confidence
- Problem Diagnosis 1: Introduction
- Problem Diagnosis 2: Defining Problems
- Problem Diagnosis 3: Listing and Evaluating Root Causes
- Problem Diagnosis 4: Testing Causes and Implementing a Solution
- Providing Service Solutions
- Reflecting Customer Speech Patterns
- Revealing Customer Needs
- Voice Tone

Technical Support

- Applying the Problem Diagnosis Process (Technical)
- Asking Questions Effectively (Technical)
- Being Professional (Technical)
- Dealing with Angry Customers: Techniques 1-2 (Technical)
- Dealing with Angry Customers: Techniques 3-5 (Technical)
- Dealing with Angry Customers: Technique 6 (Technical)
- Defining Problems (Technical)
- Effective Listening Overview (Technical)
- Effective Listening Tips 1-3 (Technical)
- Effective Listening Tips 4-6 (Technical)
- Emotive Loyalty: Building an Emotional Connection (Technical)
- Emotive Loyalty: Building Confidence (Technical)
- Emotive Loyalty: Building Integrity (Technical)
- Emotive Loyalty: Building Passion (Technical)
- Emotive Loyalty: Building Pride (Technical)
- Grammar and Word Choice for the Phone (Technical)
- Introduction to Problem Diagnosis (Technical)
- Listing and Evaluating Root Causes (Technical)
- Making a Connection (Technical)
- Practicing the Problem Diagnosis Process (Technical)
- Providing Service Solutions (Technical)
- Revealing Customer Needs (Technical)
- Testing Causes and Implementing a Solution (Technical)
- Voice Tone (Technical)