

Call Center Customer Service

At the conclusion of this three-hour, interactive workshop, learners will be able to:

- Communicate professionally with customers on the phone
 - Understand and provide what the customers want
 - Prevent behavior that irritates others
 - Identify upset customers and resolve problems professionally
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- Employ exceptional telephone skills
 - Answer professionally
 - Use proper tone of voice
 - Do not misuse the “hold” or “transfer” buttons
 - Be prepared to document call

 - Be organized and informative
 - Have frequently requested information at hand
 - Use templates to record and document calls
 - Pay attention to caller

 - Understand what the caller wants from you
 - Listen
 - Feel
 - Clarify
 - Team up with them

 - Prevent behavior that irritates others
 - Be proactive and prevent escalation
 - Have a professional presentation
 - Don't be too personal
 - Use “you” instead of “I”
 - Don't give orders
 - Take responsibility for yourself and your work
 - Avoid causing defensiveness
 - Avoid certain words (always, never)

 - Identify upset customers
 - They spread the word
 - Complaints can be a learning opportunity
 - How do I calm upset customers
 - Know when to ask for a supervisor's assistance