

CUSTOMER SUPPORT MODULE 1

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- Delivering Excellence
 - Apply your technical skills to one of your company's most important functions - interacting with customers
- Introductions and Conduct
 - Understand a typical sequence of events in helping a customer and how your actions affect that interaction

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You will learn...

- The importance of delivering excellent customer service with your technical skills.
- How to improve your interactions with the customer when providing excellent customer service.
- How listening, body language, tone, and approach are important to being successful.

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Customer Support is about learning what your customer needs and expects. Customer Support is also about being as productive as possible in solving problems and preventing new issues.

- Be on time
- Follow up with customers
- Stay organized with a personal To-Do List
- Never say, “That’s not my fault”

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Your customers are the job. They are the reason you are needed in the company. They are not an interruption. They present opportunities to show your technical and interpersonal skills.

- Be friendly
- Be approachable
- Be creative in solving problems
- Be customer-focused

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Customer Support is about meeting people and making a great initial impression. The opening greeting is very important.

- Hi, How can I help you today?
- People will assess your effectiveness based on your dress, your office space, and how you address others.
- Give a firm handshake and show energy towards helping.

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Customer Support is about discovering what your customer wants. And, then meeting those expectations.

- After introductions, be sure to ask what the problem is.
- Let the customer explain everything that is important.
- Make sure you understand what was said before jumping to the solution.
- It's like reading a question on an exam. Read the whole question before answering.

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Customer Support is about solving the customer's problem and knowing that the customer is productive after your encounter.

- You may know better, but always ... ALWAYS ... deliver what the customer stated.
- You can recommend alternatives, but always be willing to give the customer what she asked.

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SKILLS RANKING

Over time, you will get to know many customers by helping them multiple times. Different customers have different expectations of you.

- Some customers may enjoy chatting for a while, and others may not.
- Some customers may want to know the technical details of what you're doing, and others may not.
- Be aware and sensitive to these small differences and be flexible in your delivery and style.

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Being attentive, sharp, on time, helpful, and courteous is difficult, but being any other way is even more difficult.

- Solving technical problems and keeping people happy is a tough job.
- That's why you're here. That's why the company hired you.
- Every day you have the chance to prove to your company they made the right decision in hiring you. Prove them right by keeping your customers happy.

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We all have customers. Your customer has customers. Customers make demands on all of us. If you can understand this chain, you will better understand your customer and your customer's needs.

- Everything your customer says is important.
- Your customer will give you glimpses into why they need your help.
- Understanding why will give you insight into how best to help.
- Sometimes you will come up with new ideas.
- Offer these ideas and describe them before implementing them.

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Your customer is the most important part of your job.

- Your customers are the most important part of your job.
- Develop a sincere appreciation for what your customers do for a living.
- Your job is to keep your customers productive, which means their success is your success.
- Enjoy helping your customer.

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EMPATHY MAP

[\(Help Desk Call Video\)](#)

<http://www.youtube.com/watch?v=yfiGSb1brS0>

When you are helping others at work, do you...?

- Give your customer complete attention when hearing the description of the problem?
- Make eye contact?
- Observe your customer's stress level?
- Ask for permission when you need to put the customer on hold?
- View customer complaints as opportunities?
- Do you sincerely apologize when you make a mistake?

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Managing your time, customer expectations, and other resources are skills important to having satisfied customers. Watch the following video for key words about working as a Help Desk Technician.

- [Help Desk Interview](#) –
 - <https://www.youtube.com/watch?v=kHDzhfXKGKs>

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How would you define the following terms and phrases mentioned in the Video?

- Prioritization of Work
- Communication Skills
- Customer Focus
- Technical Skills
- Positive Attitude

Why are these skills important?

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In this exercise, you will give instructions over the phone to a customer. The instructions are telling a customer how to start Microsoft Word and open a file on the network.

- You will not have the ability to point to the screen. This is over the phone.
- You will need to think critically about the problems that could arise and how you will help the customer.
- You will need to make sure the technical problem is actually solved.

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SQUID

When I am listening to a customer describe the problem for the first time, I...

- A – Start to solve the problem as quickly as possible
- B – Keep an open mind until the customer is finished explaining everything
- C – Take notes because I know I will need to enter the issue in the system later
- D – Start thinking about how long this will take to solve and how it will impact the rest of my day

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- Customer needs and expectations...
 - Be on time, follow up, stay organized
 - Be friendly, approachable, and helpful
- The customer chain is a concept that puts you at the end of a long list of people needing your technical support.
- Self-evaluation gives you the opportunity to improve.

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QUESTION ONE

- Being approachable means
 - The customer is able to contact you quickly
 - You follow-up to make sure the problem doesn't recur.

QUESTION TWO

- Communication skills are needed to
 - Know what the exact problem is
 - Know what the customer expects
 - Know when the customer is satisfied
 - All of the above

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