Agenda

• 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
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.
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”
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
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.
Listen to Your Customer

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.
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.
SKILLS RANKING
Get to Know Your Customer

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.
Make the Customer Happy

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.
The Customer Chain

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.
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.
EMPATHY MAP

(Help Desk Call Video)
http://www.youtube.com/watch?v=yfiGSb1brS0
Quick Self-Evaluation

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?

15-Dec-16
Delivering Excellence - Video

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
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?
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.
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
Module 1 Review

• 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.
Module 1 Quiz

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