

Help Desk Support Customer Service Training

As IT becomes a major platform upon which a company is organized and business is conducted, failure to recognize the interrelationships between the organization structure, management controls, people and processes and the environment can affect the success of the IT initiative.

To develop, maintain and expand credibility and provide true value, service providers must satisfy a complex array of customer needs and demands. It can be difficult for service providers to adequately respond to these needs and demands of their customers shaped largely by high expectations for flexibility, quality, responsiveness, and results.

Successful service using technology is no longer a matter of mere technical proficiency. Rather, it is a combination of technical expertise, the ability to manage both information and people, and efficient, productive communication.

Help Desk Support Customer Service Skills gives your Help Desk employees powerful new insights into internal customer behavior, their own behavior and all of the necessary effective tools for creating real value for their customers.

On-Site Training: can be tailored to the needs of client organization and delivered on-site at time and location of client choice.

Objectives:

Participants will learn to:

- Learn to gain valuable insights into their customer's concerns
- Learn to Under promise and over achieve
- Understand and know what to do if the problem is bigger than they thought
- Understand how to handle complaints in ways that create improved, lasting relationships with their customers.
- Learn to build positive "chemistry" by recognizing and responding to needs of individuals with varying behavioral styles.
- Learn how in the face of doubt, misunderstandings, and complaints to respond appropriately to the emotions of customers, then develop facts, and recommend value-building solutions.
- Practice and learn how to manage client expectations
- Acquire techniques for seeing issues from the customers perspective, creating value-adding options for customers, and making sure customers recognize the full value they are receiving.
- Practice handling angry customers
- Learn how to gain agreement from customers and reinforce mutually satisfying long-term relationships.

- Develop an understanding of how to transform their organizational units from groups into teams