

Certified Customer Support Agent (CCSA) Course Outline

Part I: Customer Support Foundations

- Unit 1: The Role of Customer Support
 - Defining Customer Service from the Customer's Perspective

- Unit 2: Communication Skills and Competencies
 - Common Communication Barriers
 - Assertiveness in Customer Service
 - Enhancing Verbal Communication

- Unit 3: Stress Management
 - Understanding What Stress Is
 - Understanding What Causes Stress
 - Methods for Reducing Stress

Part II: Best Practices in Customer Support

- Unit 4: Best Practices in Call Tracking
 - Documentation Standards
 - Enhancing Written Communication

- Unit 5: Best Practices in Phone Support
 - Greeting the Customer
 - Listening and Empathizing
 - Closing the Call
 - The Notification Lifecycle

- Unit 6: Managing Difficult Customer Service Scenarios
 - Dealing with theirate Customer
 - Dealing with the Abusive Customer
 - Dealing with the Unrealistic Request
 - Dealing with the Rambler
 - Dealing with the Emotional Customer
 - Dealing with the Multinational Customer