

CT1SS Course Outline:

Part I: Customer Support Foundations

Unit 1: Introduction to Support Services

In the Beginning

The Buck Stops Here

Unit 2: The Role of Customer Support

Defining Customer Service from the Customer's Perspective

Unit 3: Communication Skills and Competencies

Common Communication Barriers

Assertiveness in Customer Service

Enhancing Verbal Communication

Recognizing Various Customer Competencies

Unit 4: Stress Management

Understanding What Stress Is

Understanding What Causes Stress

Methods for Reducing Stress

Part II: Best Practices in Support Methodologies

Unit 5: Common Support Methods

Phone support

Desk-side support

e-Support

Unit 6: Best Practices in Call Tracking

Documentation Standards

Enhancing Written Communication

Unit 7: Best Practices in Phone Support

Greeting the Customer

Listening and Empathizing

Performing Problem Management

When to Escalate

Closing the Call

The Notification Lifecycle

Unit 8: Managing Difficult Customer Service Scenarios

Dealing with the Irate 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
- Dealing with the Incompetent Customer
- Dealing with the Power User

Unit 9: Creativity and Troubleshooting

- Understanding and Enhancing Creativity
- Practicing Technical Troubleshooting and Problem Solving
- Troubleshooting Questions
- Resources for Troubleshooters