Slide 1

Title: Quality Customer Service Experiences

Slide 2

Welcome, thank you for joining our winning call center team, we need you help in providing our customers with quality experiences. Tapping into your critical thinking skills allows the best decisions to be made. Let's get started by choosing what's right for our customers.

Marta is the point of view for the learner

Slide 3

Cara has been employed in the call center for 6 months and recently reviewed the latest revision to the company's internal best practicies policy.

This mentor providing advice based on recent trainings.

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Tammy has workedat the call center for 7 years and is the go to person for handling angry customers but is slow to adjust to new rules.

Introduction to seasoned customer service rep who mentoring providing advice based on years of customer service experience.

Slide 5

Call scenario 1 - irritated caller who has been on hold a long time

Dialogue: "This is Marta, how may I take ownership of your call?

"I have been waiting on hold for over 20 minutes!"

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This slide cues learner to begin making decisions as the managers are out and they have two mentors to coach them.

The advice from the mentors will be a good way an the best way.

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Tammy's Advice is to apologize to the caller.

Say “we are sorry” and sound sympathetic.

Best decision as this will disarm the customer and allow them to

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Cara's advice is to keep caller focused and be direct.

Say “what may I do for you today?"

OK decision as this will get the job done but may not result in

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Choice slide, learner will choose from the following response:

1. "What is the purpose of your call?"
2. "You are not my only customer today."
3. "I'm sorry you had a long wait."

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Call scenario 2 - irritated caller who feels their situation is not being handled

Dialogue: "This is Marta, how may I take ownership of your call?

"I have not received repairs to my computer!”

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Tammy's suggests to hurry caller and get them off the phone quickly

Say "we are sorry but you are not within the time of the extended

Not a good decision as the customer feels abandoned ,

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Cara's suggests to briefly help the customer

Say" If you contact Acme computer, they can help as you are still under manufactures warranty." and give them information

Best Decision , call was brief and customer was helped.

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Choice slide, learner will choose from the following responses

1. "I understand, please call Acme , they will help..."
2. "You are not under our warranty."
3. "I am unable to help you."

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Call scenario 3 - Chatty caller who wants to talk a lot

Dialogue: "This is Marta, how may I take ownership of your call?

"You sound just like my granddaughter, she is in college majoring in history. Do

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Tammy's advises to go ahead an chat for a while.

Say "I love history, how many kids do you have?" then talk

This decision is not good as they the next customer will have to wait and may become irritated.

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Cara's advice is to keep caller focused and be direct.

Say "what may I do for you today?"

Best Decision as the caller will be reminded to keep focused on the

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Choice slide, learner will choose from the following responses

1. "I love history, how many kids do you have..."
2. "Great, now why did you call?"
3. "How can I help you today?"

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Review slide

For your review

Caller has had a long wait and is very irritated.
Respond to caller in a way that is respectful and polite, get to the root of the issue quickly, apologize for the inconvenience.
Caller is upset because their request isn't being handled.
Calmly listen to customers' frustrations and provide alternative solutions that fall within company guidelines.
Caller who is rambling on and on about irrelevant topics.
Keep caller focused on the reason for the call, stay polite while bringing caller back on track.

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additional information slide

In addition to politeness, a customer service representative needs to answer queries by presenting information to customers in a timely manner. Do not divert the conversation away from gathering, presenting information and solving the problem as quick as possible.

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Reinforcing slide with a final welcome

You are well on your way to becoming an excellent customer service representative. Your instincts and critical thinking skills have improved and we look forward to having you on our team

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End slide