Excellence in Technical Customer Service

Category: Professional & Leadership Development | **Vendor:** Various

Duration: 4.00 hours (1 days) **3.3 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

In this course, students practice skills and apply principles for providing face-to-face customer service to customers with technical issues. Private classes on this topic are available. We can address your organization’s issues, time constraints, and save you money, too. Contact us to find out how.

About This Course

In this course, students practice skills and apply principles for providing face-to-face customer service to customers with technical issues. Private classes on this topic are available. We can address your organization’s issues, time constraints, and save you money, too. Contact us to find out how.

Who Should Attend

Customer service professionals providing technical support or service, on-site or by way of call center or email will benefit from this course.

Prerequisites & Entry Requirements

General Prerequisites:

Customer Service Skills

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Meet the customer. Diagnose the customer\'s issue. Deliver solutions.

Detailed Course Outline

1. Meeting the Customer

- Be a - People Person
- Represent Your Company
- Relate to the Customer

2. Diagnosing Issues

- Deal with a Customers Misrepresentations
- Determine the Customers Need
- Troubleshoot the Customers Problem

3. Delivering Solutions

- Finalize the Solution
- Educate the Customer
- Deliver Bad News
- Achieve Performance Standards
- Close the Contact

Frequently Asked Questions

Q: What delivery options are available for Excellence in Technical Customer Service?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 1-day Excellence in Technical Customer Service course provides up to 3.3 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Excellence in Technical Customer Service training?

The training takes place over 1 day(s), with each day lasting approximately 4.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Excellence in Technical Customer Service?

Yes, we provide corporate training, dedicated training, and closed classes for Excellence in Technical Customer Service. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for Excellence in Technical Customer Service?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Excellence in Technical Customer Service training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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