



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

## COURSE OUTLINE - Excellence in Technical Customer Service

### Course Specifications

**Course Number:** 088687

**Course Length:** 1 day

**Description:** As a provider of customer service in a technical field, you need to interact with customers to address their technical concerns. To do this effectively, you need to develop skills that will help you interact with customers in a positive and professional manner. In this course, you will apply important principles and skills you can use as a technical customer service representative.

**Course Objective:** You will practice skills and apply principles for providing face-to-face customer service to customers with technical issues.

**Target Student:** Customer service professionals providing technical support or service, on-site or by way of call center or email.

**Prerequisites:** Customer Service Skills

**Delivery Method:** Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

### Hardware Requirements

- Pentium 90 MHz or higher processor, or Macintosh PowerPC.
- Screen resolution of 800 x 600 set to 256 colors.

### Software Requirements

- Windows® 95, 98, 2000, ME, NT 4.0, XP® Home Edition, or XP® Professional.
- Microsoft® Office PowerPoint® 2000 or higher.
- Microsoft® Internet Explorer® 5.0x, 5.5, 6.0; or Netscape Navigator® (excluding 6.0 and 6.1).
- Adobe® Acrobat Reader® 6.0 or higher; Apple® QuickTime® 5.0 or higher; Macromedia® Flash® Player 9.0 or Macromedia® Shockwave® 10.0 or higher.
- Turn off pop-up blocking. (Windows XP with Service Pack 2 Internet Explorer users only.)

### Performance-Based Objectives

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

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

## Course Content

### Lesson 1: Meeting the Customer

Topic 1A: Be a “People Person”

Topic 1B: Represent Your Company

Topic 1C: Relate to the Customer

### Lesson 2: Diagnosing Issues

Topic 2A: Deal with a Customer's Misrepresentations

Topic 2B: Determine the Customer's Need

Topic 2C: Troubleshoot the Customer's Problem

### Lesson 3: Delivering Solutions

Topic 3A: Finalize the Solution

Topic 3B: Educate the Customer

Topic 3C: Deliver Bad News

Topic 3D: Achieve Performance Standards

Topic 3E: Close the Contact

## ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

## ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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Excel Intermediate 2013 [Ebook](#), workbooks, and solutions.  
Excel Advanced 2013 [Ebook](#), workbooks, and solutions.  
Excel comprehensive online courses, email for more details.



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