



## *Getting to the Heart of Technical Support*

*A training course designed to enhance the customer service skills  
of your tech support team*

***Getting to the Heart of Technical Support*** teaches your technical support representatives the skills they need to deal with customers on a daily basis with the goal of maintaining solid relationships that result in customer loyalty. The course can be delivered as a 2 day facilitator-led program or as a blended self-paced/classroom program.

The ideal class size is 10 – 12 participants.

### **Course Agenda**

- Workbook 1: life Beyond Technology – Showing customers you care
- Workbook 2: Searching for Clues – Uncovering customer needs
- Workbook 3: Working the Evidence – Solving customer problems
- Workbook 4: Putting Out Fires – Cooling down challenging callers

### **BENEFITS of "Getting to The Heart of Technical Support"**

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

- Understand the ethics and values in technical support
- Build rapport and portray a customer-focused attitude
- Use solid questioning techniques to determine the customer's situation and quickly isolate the problem
- Organize the evidence and categorize the problem
- Demonstrate strong communication skills
- Prevent calls from escalating
- Partner with the customer in pursuit of a solution
- Make service count by adding value to the relationship
- Write clear documentation that is easy to understand and follow
- Deal with angry or upset callers in a way that results in better customer satisfaction and reduced employee stress.



**Call today to learn how your organization can benefit from  
this dynamic customer service skills course!**

**Toll Free: 888-546-4844**

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