

The customer calls in, upset. You're asking for info, she's giving you flack.
How can your next question turn this call around?

Questions are the Answer for Customer Service

ONLINE | SELF PACED COURSE

LESSONS

- 1) Introduction
- 2) Questions and Probes
- 3) Categories of Questions
- 4) Practical Applications
- 5) Knowledge Assessment

Asking questions that keep the service process on track (and customers happy!)

Questions are your most powerful ally in the customer service process. Applied skillfully, they will yield the information you need to take the process to the next step. Used carelessly, they could undermine the whole customer relationship by making you seem pushy or unprofessional.

Questions are the Answer for Customer Service is a short, informative course in the fine art of asking the right questions at the right time during a service call – questions that result in useful information and positive forward momentum.

You will learn the difference between a *question* and a *probe* – and how using the right one can elicit information while avoiding the impression you are interrogating your customer. By mastering open and closed questioning techniques, you'll control the direction of the interview – whether you want this person to “open up” more, or focus only on specific information. You'll learn which category of question to use for your specific purpose – and what kinds of questions to avoid as well.

With **Questions are the Answer for Customer Service**, you will come away from service calls with the answers you need to present your customers with a relevant solution. Your customers will know they have engaged in a focused and useful process – and that makes them feel important. The result is better information, better service, and better customer relationships.

[COURSE OVERVIEW]

The five-lesson course can be taken at your own pace; average completion time is approximately an hour. Interactive graphics, audio, text, animation, quizzes and practical application exercises keep the lesson engaging and entertaining, so you will be astonished at how much you've learned!

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