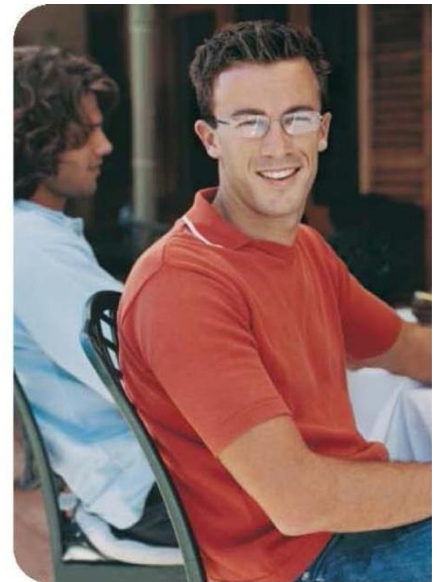


Managing Customer Contacts with Quality

Building agent confidence and higher customer satisfaction through basic phone etiquette and call handling techniques



Positive customer contacts begin at the moment of connection with an agent. Through ICMI's Managing Customer Contacts with Quality course, agents will learn and practice the skills they need to be calm, courteous and effective ambassadors for the organization.

Agents will explore the challenges of non-face-to-face interactions and learn strategies for phone etiquette and courtesy that will start each call with a good first impression and finish each call with a satisfied customer.

They'll learn and practice the components of successful greetings and closings, as well as the proper ways to place calls on hold and to transfer calls.

Agents will understand that it is not just what they say to customers, but how they say it. They'll explore how tone affects communication during the entire call and master the six voice variables that provide the best customer service. Agents will practice controlling the most important tool they bring to the contact centre everyday: the voice.

More important than speaking, agents will understand that listening to the customer is critical to providing the best service. By using the five keys to effective listening, they'll hone their listening skills.

Agents will then learn how to take control of the call and keep control by asking the right questions to deliver the best solution in the most efficient manner. They'll recognize instances when the customer has taken control of the call and practice strategies to regain control to balance customer satisfaction while managing agent handling time. Agents will master presenting a solution to the customer using a three-part strategy that moves each call to successful resolution with high customer satisfaction.

Course Outline

- Courtesies, Etiquette and Positive Language
- Greeting, Closing and the Impact of Tone
- Effective Listening
- Controlling the Call
- Presenting the Solution

QPC Educational Services

For over 20 years QPC has been working to create training and qualifications for those within customer service and contact centres who carry out business critical operational functions.

Our aim is simply to give organisations the reassurance that personnel have the skills they need to carry out their roles effectively and reward individuals with the professional status they deserve.

Within Asia Pacific, QPC have delivered ICMI Seminars to over 5,000 call centre professionals.

About ICMI

The International Customer Management Institute (ICMI) is the leading global provider of comprehensive resources for customer management professionals – from frontline agents to executives – who wish to improve customer experiences and increase efficiencies at every level of the contact centre.



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"Would recommend to anyone in a call centre or contact centre or anyone using phones a lot in a professional environment."

Simon Branston,
ComSuper

Further Information

This training course is run as a half day workshop.

Generally this seminar is held at your premises and can be tailored to accommodate your specific organisation's needs such as your standard Welcome and Close.

In addition to Managing Customers with Quality, it is highly recommended you consider adding **Connecting with Customers through Email** to your agent training programme. This half day course provides frameworks, techniques and guidelines that turn frontline phone agents into stellar e-agents who can provide outstanding customer contacts through the written word.

Contact us to discuss combining the two courses for your agents.

QPC have partnered with the International Customer Management Institute (ICMI) for over 15 years to provide internationally recognised contact centre training solutions. Seminars are delivered in either a class environment with industry peers, or on your own premises – just let us know what works for you!

Go to:
qpcaustralia.com.au/products
and follow the link to ICMI Seminars to complete an online registration form.

Course costs

This half day course is
AUD\$475.00 pp*

*Discounted rates for larger on-site groups are applicable.
Contact us for further details.*

**Based on a minimum class of 8,
and covers all trainer travel and accommodation costs.*



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