

# Customer Service Skills

Curriculum	Series	Course Title	Duration
<b>Customer Service</b>			
<b>Excelling at Customer Service</b>			
		Advancing Service Expertise	3.5 Hour(s)
		Corporate Culture: Building the Service Foundation	3 Hour(s)
		Customers, Confrontation and Conflict	5 Hour(s)
		Overcoming Difficult Service Situations	4.5 Hour(s)
		Service Teams and Service Stars	5 Hour(s)
		The Customer's Voice	5 Hour(s)
		The EXCEL Acronym: Instilling Service Excellence	5 Hour(s)
		The Fundamentals of Exceptional Customer Service	3 Hour(s)
		<i>Simulation</i>	
		Excel at Customer Service Simulation	.5 Hour(s)
		Providing Customer Service Simulation	.5 Hour(s)
<b>Frontline Call Center Skills</b>			
		Call Center Communication Skills	4.5 Hour(s)
		Call Center Customer Service	3.5 Hour(s)
		Call Center Telephone Sales	3 Hour(s)
		The Call Center Industry	2.5 Hour(s)
		<i>Simulation</i>	
		Frontline Call Center Skills Simulation	.5 Hour(s)
<b>HDI - Customer Support Specialist</b>			
		Effective Communication Skills	2.5 Hour(s)
		Interacting with the Customer	3 Hour(s)
		Managing Conflict, Stress, and Time	2.5 Hour(s)
		<i>Simulation</i>	
		Customer Support Specialist Simulation	.5 Hour(s)
<b>HDI - Customer Support Specialist, Process</b>			
		Customer Service Procedures	3.5 Hour(s)
		Management Tools and Metrics	2 Hour(s)
		Managing the Quality of the Customer Support Service Center	3.5 Hour(s)
<b>HDI - Customer Support Specialist, Professionalism</b>			
		Establishing Team and Customer Relationships	2.5 Hour(s)
		Support Center Services	2.5 Hour(s)
		The Customer Support Specialist	3.5 Hour(s)
		<i>Simulation</i>	
		Customer Support Specialist Professionalism Simulation	0.5 Hour(s)
<b>How to Excel at Customer Service</b>			
		Advancing Your Service Expertise	4.5 Hour(s)
		Building the Service Foundation: Corporate Culture	3.5 Hour(s)
		Customers, Conflict and Confrontation	5.5 Hour(s)
		Fundamentals of Exceptional Customer Service	3.5 Hour(s)
		Instilling Service Excellence: The EXCEL Acronym	7.5 Hour(s)
		Overcoming Challenging Service Situations	6 Hour(s)
		Service Stars and Service Teams	5.5 Hour(s)
		The Voice of the Customer	4.5 Hour(s)
		<i>Simulations</i>	
		Excelling at Customer Service	.5 Hour(s)
		Excelling at Customer Service Simulation	.5 Hour(s)
		<i>Blended Learning Toolkit</i>	
		How to Excel at Customer Service	N/A
<b>Inbound Call Center Management</b>			
		Inbound Call Center Management: Leadership	3 Hour(s)
		Inbound Call Center Technology	4 Hour(s)
		Inbound Call Centers: People Management	3 Hour(s)
		Performance Metrics for an Inbound Call Center	2.5 Hour(s)
		The Inbound Call Center	2.5 Hour(s)
<b>Internal Customer Service</b>			
		Excellence in Internal Customer Service	5 Hour(s)
		Overcoming Internal Customer Service Problems	3.5 Hour(s)

	<i>Simulation</i>	
	Internal Customer Service: Conflict and Complaints Simulation	.5 Hour(s)
<b>Internal Customer Service Agent Skills</b>		
	Cross-Selling in a Customer Service Call	5.5 Hour(s)
	Managing Challenges in Customer Service	5 Hour(s)
	Professional Skills for Customer Service Agents	4.5 Hour(s)
	The Customer Service Agent in Action	4.5 Hour(s)
	<i>Simulation</i>	
	Customer Service Agent Skills Simulation	.5 Hour(s)
<b>IT Infrastructure Library (ITIL) Foundations</b>		
	ITIL: Configuration and Release Management	3 Hour(s)
	ITIL: Continuity and Availability Management	2.5 Hour(s)
	ITIL: Financial and Security Management	2 Hour(s)
	ITIL: Problem and Change Management	2.5 Hour(s)
	ITIL: Service Level and Capacity Management	2.5 Hour(s)
	ITIL: The Service Desk and Incident Management	3.5 Hour(s)
<b>IT Infrastructure Library (ITIL) Foundations V3</b>		
	ITIL V3 - Continual Service Improvement Fundamentals	1.5 Hour(s)
	ITIL V3 - ITIL and the Service Lifecycle	1.5 Hour(s)
	ITIL V3 - Service Design Fundamentals	2 Hour(s)
	ITIL V3 - Service Design Processes	2.5 Hour(s)
	ITIL V3 - Service Operation Principles and Functions	2 Hour(s)
	ITIL V3 - Service Operation Processes	1.5 Hour(s)
	ITIL V3 - Service Strategy Fundamentals	2.5 Hour(s)
	ITIL V3 - Service Strategy Processes	1 Hour(s)
	ITIL V3 - Service Transition Processes and Principles	2.5 Hour(s)
<b>Managing A Customer-Focused Department</b>		
	Bridge The Expectations Gap	4.5 Hour(s)
	Identifying Your Customer's Expectations	4.5 Hour(s)
	Leading A Customer-Focused Team	4 Hour(s)
	Measuring Customer Satisfaction	2.5 Hour(s)
	<i>Simulation</i>	
	Managing a Customer-focused Department Simulation	.5 Hour(s)
<b>Measuring Customer Satisfaction</b>		
	Customer Satisfaction: Analysis to Implementation	2.5 Hour(s)
	Developing Customer Satisfaction Surveys	3 Hour(s)
	Discovering What Your Customers Want	2.5 Hour(s)
	<i>Simulation</i>	
	Measuring Customer Satisfaction Simulation	.5 Hour(s)
<b>Technical Support Agent Skills</b>		
	Assessing and Dealing with Customer Behavior	4.5 Hour(s)
	Technical Support Agent Survival Skills	3.5 Hour(s)
	Technical Support Essentials	5 Hour(s)
	The Contact Center and the Technical Support Agent	4.5 Hour(s)
	<i>Simulation</i>	
	Technical Support Agent Skills Simulation	.5 Hour(s)
<b>Customer Service Skills Curriculum</b>		
<b>Customer Relationship Management</b>		
	Customer Relationship Management - eCRM	2.5 Hour(s)
	Customer Relationship Management - Fundamentals of CRM	3 Hour(s)
	Customer Relationship Management - Implementing CRM	3 Hour(s)