



Competitive Computing Consultants Inc.
Customer Experience Fundamentals

Abstract

Meeting your Business Training needs

Customer Experience Fundamentals Training



One of the key pillars of our Service Delivery Management Framework is Customer Service and the execution of a customer centric experience both for your staff and your clients. With that in mind, Competitive Computing Consultants Inc. has developed a two-module training curriculum focused on developing an organization dedicated to building and fostering customer service and experience excellence.

Customer Experience Fundamentals builds upon our introductory customer service module by adding a second module focused on developing and fostering a culture of customer service within your business. We provide a two-day hands-on training session and accompany it with access to our training portal, where your staff will receive additional training videos to further develop their customer service and experience knowledge.

You can choose from a set of training options that will meet your business and customer service needs:

- Customer Experience Fundamentals – Full curriculum (~~\$4,999.99~~ \$3,999.99 per employee), includes;
 - A Journey Through Customer Service
 - Creating the Culture of Customer Service
- Customer Experience Fundamentals – A Journey Through Customer Service (\$2,499.99 per employee)
- Customer Experience Fundamentals – Creating the Culture of Customer Service (\$2,499.99 per employee)

NOTE – Group discounts available.

Customer Experience Fundamentals – A Journey Through Customer Service

Educating staff on techniques, tools and strategies for elevating your business's Customer Service and Management capabilities. Courses are typically tailored to your specific business customer service needs.

Curriculum is focused on:

- An Introduction to Customer Service
- Customer Service Methods and Definitions
- Understanding your customer values and goals
- Planning your customer experience
- Actioning your customer experience plan
- Dealing with both good and bad customers
- Customer management techniques
- Hands-on exercises

Additionally, you will receive 30-day portal access to our Customer Service learning videos.

Customer Experience Fundamentals – Creating the Culture of Customer Service

Once you have learned the various techniques, tools and strategies used to plan Customer Service, it is important to learn how to implement the plan or framework you have learned to develop. This course will teach you how to develop and continuously improve the implementation of customer service within your business and drive the focus on fostering a customer service centric environment. Courses are typically tailored to your specific business customer service needs.

Curriculum is focused on:

- Recap of techniques and concepts
- Developing a positive work culture
- Developing your customer experience vision
- Driving your customer experience vision
- Continuous improvement methodology
- Hands-on exercises

Additionally, you will receive 30-day portal access to our Customer Service learning videos.