



Revolution

Learning and Development

Course Overview

Live Chat

Course Aims

This course will introduce best practice methodology for using live help chat software. The course will look at how to best use the system and how to ensure the customer or potential customer perceives the business as professional whilst using the chat system.

This session looks at what any individual can do to provide exceptional customer service.

By the end of the session, attendees be able to:

- List the benefits of using such a system to them, the business and the customers
- Identify the most frequent types of requests and questions they may and actually do get via the chat system
- Know how to set the right tone with the person using the system, ensuring messages are not mis-understood or taken in the wrong context
- Agreed acceptable canned (pre-stored) responses to use with the system, and when they should be used v's articulated responses
- Know when to move the chat to another communication channel such as telephone
- Assess and evaluate how effective the chat was

Course Content

- Online Chat V's other support channels
- Best practice for chat support
- What to say and not to say
- Canned Responses
- Skills Practice

Course Benefits

- Build strong relationships with customers
- Retain existing customers and attract new ones
- Make more sales

Who should attend?

Anyone who interacts with an organisations customers or clients via live help chat software.

Price

This session is only available as an in-house course. Please contact us for a quote.

Session Breakdown

Online chat v's other support channels

- How does using chat compare to other support channels
- Why will site visitors choose chat over calling?
- What are the benefits of using the chat system
- What are/will be the common requests and questions asked

Best Practice for Chat Support

- What are the rules surrounding best practice for using chat support
- Handling more than one chat session at a time

What to say and what not to say

- What words and phrases are acceptable to use in chat
- Making sure your message isn't taken out of context
- Case studies to review

Canned Responses

- What are canned responses and when to use them
- What are the benefits and downsides of canned responses?
- Agreeing a set of canned responses for your role/department/business

Skills Practice

- Replying to some common questions via a chat system (both paper based and live chat (with a trainer) if the location has internet connectivity.

Course Information

This is **half day** training event that Revolution Learning and Development deliver on an open basis at locations across the UK. We can also deliver this event at or in close proximity to your organisation if this is required.

If you choose to have us deliver this specifically for your organisation, we can make this more bespoke to your needs.

The cost of our open courses includes the learning materials, refreshments during the day and lunch.

To see prices and when and where we are next running this event or to book, visit our website www.revolutionlearning.net or call us on 03333 444 575.

Or, to discuss your individual needs, email contact@revolutionlearning.net or call us on the number above.

Booking terms and conditions are available on our website.