



# Live Chat Support Training Course

# About This Course

## Live Chat Support Training Course



**Do you want to know how to deliver high-quality customer service via live chat and learn about live chat best practices?**

Our Live Chat Support Training Course will show you best practice, tips and techniques to deliver high-quality customer service via live chat. The course looks at best practice and tips and techniques to help deliver high-quality customer service to your customers who choose to use Live Chat Support.

This Live Chat Support training course is delivered as an in-house as a half-day course just for your business.

We deliver the course as a face to face course and a live virtual online course.



# The Course Aim & Objectives

Here's what you will learn on our live chat support course



## Course Aim

This live chat support course will introduce best practice methods 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 anyone can do to give exceptional customer service via live chat systems.

## Course Objectives

By attending this Live Chat Support Training Course you will:

- Know the benefits of using such a system to them, the business and the customers
- Be able to 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 misunderstood or taken in the wrong context
- Have agreed acceptable canned (pre-stored) responses to use with the system, and when to use them v's articulated responses
- Know when to move the chat to another communication channel such as telephone
- Be able to assess and evaluate how effective the chat was

# The Course Content

Here's what we cover in our live chat support course



## 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.

# Delivery Options

How we deliver our live chat support course



## In-House

**Delivered at your business location or a location of your choice anywhere in the UK, Ireland, across Europe or online.**

We can adapt the course content to meet your specific needs and those of your team.

Contact us for a quote.

# In-House Delivery

Train your team. Train your entire company



**We can deliver our live chat support training course just for your team or organisation.**

1

## **Start with an off-the shelf course**

We'll use the content in the overview as a starting point

2

## **Understanding your needs**

We'll work with you to agree what outcomes you want from the course

3

## **Making it yours**

We will shape the content to ensure the course meets your requirements

4

## **Delivering the skills**

We then deliver the course that we've agreed either in-person or online

## **Make it even more bespoke**

We can completely redesign the course to meet your needs. Just tell us what you need, and we can put a no obligation proposal together for you.

# Online Training Course

Fun, engaging and interactive – delivered online



**Our live chat support training course can be delivered as a virtual online course.**



**The same great content reimagined for the online environment.**

- ✓ Our open training courses are delivered using Zoom
- ✓ When delivered in-house, we can use the platform you are most comfortable with
- ✓ Re-designed sessions to allow for interactivity and engagement in the online environment
- ✓ The same fun, engaging and down to earth approach
- ✓ Join your course from anywhere



# About Us

Here's a bit about us and what we do



## We are Revolution Learning and Development

**We are a leading learning and development consultancy based in the UK. We provide our services across the UK, Ireland and Europe.**

- ✓ We deliver fun, engaging and down to earth training courses in-person and online
- ✓ Over 20 years of training experience
- ✓ Incredibly cost effective and a real focus on return on investment
- ✓ 92% of our clients rebook us for further training and development
- ✓ Flexible training and development solutions



# Let's Talk

We're here to help



If you have any questions about our live chat support course or would like a quote for an in-house course, then just get in touch.

## Call Us:

UK: 03333 444575

ROI: 015549779

## Email Us:

hello@revolutionlearning.com

## Visit Us:

UK: <https://www.revolutionlearning.co.uk>

ROI: <https://www.revolutionlearning.ie>

EU: <https://www.revolutionlearning.com>