Online Live Chat Support

Course Aims

This online training 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

Course Content

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

Course Benefits

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

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

Delivery Options

Virtual In House
We can deliver this course as a virtual online training course for your business

Contact us for a quote to have this course delivered in-house.

Online Open Course
We deliver this course as an online virtual open training course.

Each space costs £89.00 + VAT per person

Course Information

This is a **half day online** training event that Revolution Learning and Development deliver as a virtual online training course or virtual in-house training course.

When we deliver this course in house, we can make this more bespoke to your needs.

To discuss your individual needs, email hello@revolutionlearning.com or call us. If you're in the UK it's 03333 444575 and if you're in the ROI it's 015549779

Booking terms and conditions are available on our website.