

pax8Academy

CUSTOMER SERVICE SKILLS

Syllabus

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Course Overview

Managed Service Providers are customer service companies who provide technical support. This course brings awareness to the role duality and how to achieve greater success by achieving synergy between customer service and technical support. Take this course to gain and deeper understanding of best practices and to learn customer service pointers that win over clients and create a more efficient and effective help desk.

Customer Service Skills is a one-week live, interactive course with one-hour sessions provided each day and a short homework assignment to aide preparation and comprehension.

You should enroll if you are:

- In any customer-facing role at an MSP such as helpdesk technician, engineer, or dispatcher
- Leaders looking to improve customer service skills among your staff

What You'll Get

- 4 hours of virtual, interactive, instructor-led content by an MSP-industry expert
- Downloadable videos* of the content you can rewatch at your convenience.
- Downloadable slide decks, handouts, and additional resources.

Learning Objectives

By attending this course, you will:

- Gain understanding of the critical nature of customer service for a growing MSP.
- Identify key areas within the life of a ticket that have the largest impact, for both remote and onsite support.
- Learn recovery and resiliency through work escalations and stress.
- Discover tips and tricks to create enjoyment throughout your day.

*Videos will either be recordings from your session, or they may be previously recorded material in which partner faces and voices have been removed. It is recommended to attend courses live to gain the full benefits of Q&A with the instructor and class.

Schedule of Topics

1. Customer Service for MSPs
 - a. Requirement for Proactive Care
 - b. Relational, not transactional
 - c. Aren't we solving technical problems?
2. Service so good, we all win!
 - a. One chance for a first impression
 - b. Relational communication skills
 - c. Gaining client confidence
3. Onsites "Face of the Company" specialization
 - a. Setting the tone before first sight
 - b. Communication as a guest
 - c. "Extra mile" is our standard
4. Empowerment through resiliency
 - a. Considerations for emotional labor
 - b. Gaining resiliency through emotional intelligence
 - c. Stress management
5. Prepare for escalations
 - a. Handling difficult users
 - b. Mitigating mistakes
 - c. Crisis considerations

Instructor



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Additional Resources

Continue learning with these recommendations:

- [The Compassionate Geek](#) by Don R. Crawley and Paul R. Senness

Next Steps

Explore your next step with Pax8 Academy:

- On-Demand
 - [An Introvert's Guide to Customer Service and Sales](#)
- Instructor-Led Course
 - Dispatch 101: Managing Tickets, Teams, and Clients
- Peer Groups
 - [Join a Peer Group](#)
- Coaching
 - [Sign up for Operations Coaching](#)