

Certified Customer Service Performance Professional

Course overview

WHY CHOOSE A CUSTOMER SERVICE PERFORMANCE PROFESSIONAL CERTIFICATION?

Providing excellent customer service is essential for the long-term development and sustainability of every business. The Customer Service Performance Professional Certification course offers a unique approach to managing the customer interaction.

The course validates the skills needed by every Customer Service Professional, while introducing the Performance Management variable in the equation. Through case-studies, insightful examples and best case practices, you will understand how to implement, sustain and evaluate a Customer Service Performance framework in your organization.

WHY BECOME CERTIFIED IN CUSTOMER SERVICE?

Make a difference

Not only will you be able to manage, monitor and evaluate your overall Customer Service Performance, but you will have a direct positive impact on customer loyalty through a refined program.

Worldwide recognition

Our Certification is recognized and delivered worldwide, offering practical solutions to meet and also exceed customer expectations.

Overall applicability

No matter your industry, we give you access to a set of fully documented KPIs, as well as tools and processes to help you gain customer referrals.

WHAT ARE THE MAIN BENEFITS?

Recognition

Boost your professional reputation and position yourself as a Customer Service Performance Professional.

Customer Loyalty

Ensure the usage of the right procedures that will increase your customers' satisfaction, loyalty and advocacy.

Career Advancement

Acquire effective customer service skills required in today's demanding work environment that will set you apart from the job competition in the service industry



KEY LEARNING OBJECTIVES

The training course provides the pillars, tools and resources required for an immediate application within your Customer Service department of the knowledge acquired. To ensure a smooth learning experience we offer you toolkits, templates, case studies, good practice examples from some of the most successful organizations worldwide, as well as thought-provoking exercises. You will also receive access to the smartKPIs.com premium content- the world's largest database of documented KPIs.

Define

Design

Evaluate

Understand

Collect

Module

What you'll learn

1. Customer service performance overview and importance

- Understand the importance of customer service for the company's image and future revenue streams;
- Increase the satisfaction of the internal and external customers;
- Understand the profile, needs and expectations of the customer.

2. The customer service profession

- Discuss and practice the most important skills, attitudes and behaviors of the customer service professional;
- Understand the typologies of the difficult customers and find adequate solutions for dealing with each of them.

3. Customer Service Performance Management Essentials

- Define your Customer Service strategy;
- Design and implement a performance management architecture;
- Create an internal performance culture and motivate the Customer service professionals.

4. Customer Service Performance Enablers

- Use the most adequate enablers for your Customer Service department:
 - Communication channels;
 - Knowledge and data management systems;
 - Innovative ideas;
 - Technological tools and software

5. Customer Service Performance Evaluation

- Evaluate the maturity of your Customer Service Performance Management system;
- Collect and process the feedback of your customers.

Certified Customer
Service
Performance Professional