

# Customer Support

Technology is always changing – and always improving. Once customer support was only offered by calling a 1-800 number and talking to someone over a line. But these days, customer support can be done over a variety of methods, including text messages and webchats. Your customers are always changing and so is the technology they use, so make sure you're keeping up with both!

At the end of this workshop, participants should be able to:

- Define customer support
- Know the different venues for customer support
- Recognize challenges of customer support
- Learn different applications
- Know proper forms of documentation
- Learning to be proactive in customer support

## Course Outline

- What Is Customer Service?
- Challenges
- Email
- SMS
- Webchat
- Multi-Channel Apps
- Support Ticket Apps
- Documentation
- Feedback
- Be Proactive

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## 2 Day Workshop

### Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

### Wrapping up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations