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Mind Wide Open™

IT ESSENTIALS V. 4.1
Module 10
Communication Skills

10.1 Explain the relationship between communication and troubleshooting		
1.	What enhances a technician's troubleshooting skills?	Good communication skills
2.	How do you get your customer to relax?	Establish a good rapport
3.	Why do you want a relaxed customer?	They are more likely to provide the information you need to determine the source of the problem
4.	What is the first step in resolving the computer problem?	Speaking directly with the customer
10.2 Describe good communications skills and professional behavior		
5.	What is a good rule for all technicians to follow?	A new customer call means a fresh starts
10.2.1 Describe the computer problem of the customer		
6.	What is one of the first tasks of the technician?	Determine the type of computer problem the customer is experiencing
7.	What are the three rules to remember at the beginning of your conversation?	Know, Relate, Understand
8.	What is meant by active listening skills?	Allow the customer to tell the who story without interrupting
9.	Why should you clarify what the customer has said?	It helps convince the customer you have heard and understand the situation
10.	What do close-ended questions focus on?	Obtaining specific information
10.2.2 Display professional behavior with the customer		
11.	How must you handle customers?	With respect and prompt attention
12.	How do you put a customer on hold?	1. Explain why it is necessary 2. Ask their permission 3. Tell them you will be away for a few minutes
13.	How do you transfer a call	1. Explain why and to whom 2. Tell customer number you are transferring them to 3. Ask permission 4. Begin transfer 5. Tell new tech who you are, ticket number, and name of customer
Activity: Class Discussion		

10.2.3 Focus the customer on the problem during the call		
14.	Why should you focus the customer during the call?	It allows you to control the call
15.	How do you handle a talkative customer?	Allow them to talk for one minutes; gather as much information as possible; politely refocus the customer by asking closed-ended questions
16.	How do you handle a rude customer?	Listen carefully, transfer to favorite tech, apologize for wait time and inconvenience; DO NOT ask the customer to do obvious steps; DO NOT be rude to the customer
17.	How do you handle an angry customer?	Let the customer explain the problem without interrupting; sympathize with customer's problem. DO NOT transfer or put on hold
18.	In dealing with a knowledgeable customer, should you use a step-by-step process?	No
19.	How do you deal with an inexperienced customer?	Use simple step-by-step process of instructions; speak in plain terms
Activity: Class Discussion		
10.2.4 Use proper netiquette		
20.	What is a flamer war?	Members of a blog who are simply insulting each other
21.	What are the basic netiquette rules?	Be pleasant and polite Begin each email with a greeting Never send chain letters via email Do not send or reply to flames Use mixed case letters Spell Check Be ethical Never email or post something you would not say
10.2.5 Implement time and stress management techniques		
22.	What is workstation ergonomics?	How your desk are and equipment are set up
23.	How do you ensure that you do not miss a customer on a call back list?	Keep a list and check them off as you call them
24.	What are some ways to help you relax?	Practice relaxed breathing Listen to soothing sounds Massage your temples Take a quick walk Avoid stimulants
10.2.6 Observe Service Level Agreements		
25.	What is an SLA (Service Level Agreement)?	A contract that defines expectations between an organization and the service

		vendor to provide an agreed upon level of support
10.2.7 Follow business policies		
26.	What are some customer call rules?	Maximum time on call Maximum call time in queue Number of calls per day What you can and cannot promise customers When to escalate calls
27.	What rules should be followed to ensure customer satisfaction?	1. Set and meet a reasonable timeline for the call 2. Communicate service expectations to the customer as early as possible 3. Communication repair status with the customer 4. Offer different repair or replacement options to the customer 5. Give customer proper documentation on all services provided 6. Follow up with customer at a later date
10.3 Explain ethics and legal aspects of working with computer technology		
28.	Where are the legal details of customer information covered?	In the SLA
29.	Are you allowed to use a customer's IT resources for commercial purposes?	No
30.	Should you make any changes to system software or hardware configurations?	Not with the customer's permission
Activity: Class Discussion on Privacy Issues		
10.4 Describe call center environment and technician responsibilities		
31.	Describe a call center environment.	Professional, fast-paced, busy, 24/7
10.4.1 Describe the call center environment		
32.	What equipment might be included in a call center cubicle?	Chair, computer, headset
33.	What are the features of help desk software?	1. Log and track incidents 2. Record contact information 3. Research product information 4. Run diagnostic utilities 5. Research a knowledge base 6. Collect customer feedback
10.4.2 Describe level-one technician responsibilities		
34.	What is the primary responsibility of the level one technician?	To gather pertinent information from the customer

35.	Where is the information documented?	Ticket or work order
10.4.3 Describe level-two technician responsibilities		
36.	When should a level-one technician escalate a problem to a level-two technician?	When the problem cannot be resolved within 10 minutes
37.	What are the guidelines for escalating a problem to a more experienced technician?	1. Problems that require opening a case 2. Problems that require the installation of applications, operating systems, or drivers 3. Problems that will take a long time to walk a customer through 4. Entire network is down