

Level II Customer Service Agent 634 E

Fanshawe Code ADMIN 3013

MTCU Code S0820.1 Advanced Customer Service

Hours 30

Evaluation Structure:

Formative Assessment: (4 Quizzes and Assignments) 45%

Practical Assessment: Advanced Customer Service (30%)

Final Assessment: (1 exam) 25%

GENERAL LEARNING OUTCOME

Upon successful completion the apprentice is able to use strategies for resolving complex customer issues and rebuilding customer relationships in an IT contact centre environment.

LEARNING OUTCOMES

820.1.1 Investigate and summarize the root causes of customer issues.

820.1.2 Determine potential service options by using customer information and case history.

820.1.3 Determine when to escalate, transfer or close a customer issue.

820.1.4 Develop strategies to multi-task, schedule follow-up and resolve customer issues in a timely manner.

820.1.5 Describe techniques required to rebuild customer relationships.

820.1.6 Describe various methods for measuring and evaluating customer service.