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ASSESSMENT
We offer different levels of assessment to discover learning needs and challenges of your service desk, field service, or tech support group. In addition to our free assessment, we can also provide more in depth evaluation and recommendations.

CUSTOMIZATION
Every training program is customized to meet the learning needs of your tech support team, reflect channels in which they deliver support, the expectations of your users, and your organization's support goals.

TRAINING
Each on-site customer service workshop is highly interactive, with discussions, group projects, and examples of best practices in customer service. Participants learn and practice immediately usable skills and best practice techniques.

FOLLOW UP
Follow up activities are included in course materials to keep learning fresh. After the initial workshop we can provide follow up sessions with advanced skills to further mastery of customer service best practices.

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