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Problem Solving: Pinpoint Customer Service Skill Development Training Series

Timothy F. Bednarz

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Problem Solving delivers effective problem solving tactics, strategies and techniques. It helps customer service representatives quickly understand the root causes of customers' problems and issues, identify solutions and to resolve them to increase satisfaction.

Its unique advantage is to educate your employees to develop effective problem solving tactics, strategies and techniques through the use of proactive listening, questioning and analytical skills to identify problems and present timely solutions to resolve them, reducing customer frustration and the need to call your company again to arrive at an acceptable solution.

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