

INFORMATION

(Frequently Asked Questions)

SOLUTION

A specific way in solving a problem or dealing with a difficult situation



KNOWLEDGE

The facts, information acquired by a person through their experience or education

ANSWER

A reply, either spoken or written, to question

SUPPORT

To help someone in a particular way

Customer Support

Customer Support - Online
Training Course - CPDUK Accredited



Corporate
Member

The CPD Certification Service



OVERVIEW

Welcome to The Mandatory Training Group's online Customer Support training course. All our online training courses, programmes and qualifications are accredited by the CPD Certification Service (CPDUK).

Customer support used to mean a face-to-face conversation with a customer or a phone call. Today, technology has changed how we approach customer support. It now encompasses the internet, websites, webchats, and even smartphone apps. The customer experience begins long before the purchase is made.

With our online Customer Support training course, learners will discover the new opportunities in customer support services via the internet, but also how to use these opportunities to their advantage.

Customer Support – E-Learning Course — CPDUK Accredited

- ◆ Study method – Online, self-paced
- ◆ Estimated duration (Indicative CPD hours) – 4 hours
- ◆ Course format – Online (24/7 access)
- ◆ Entry requirements – no prerequisites required
- ◆ Assessment type – Complete end of course assessment (80% needed to pass and gain CPD certificate)
- ◆ Certification/Qualification – Downloadable CPD certificate
- ◆ Cost(s) of assessment and certification – Assessment and certification costs included in the course price
- ◆ Course accreditation – CPD Certification Service (CPDUK)
- ◆ Course access – Part-time (1-year access)
- ◆ Course delivery – via desktop PC/MAC, laptops, tablets or smartphones.

Who is the course for?

This online Customer Support training course is suitable for those who want to improve skills in taking care of the customer's needs by providing and delivering professional, helpful, high-quality support and assistance before, during, and after the customer's requirements are met.

Course aims

With our Customer Support e-learning course, learners will discover the new opportunities in customer support services via the internet, but also how to use these opportunities to their advantage.

Learning outcomes

The learning outcomes of this online Customer Support training course are to:

- ◆ Define customer service
- ◆ Know customer relations
- ◆ Know how to communicate professionally through email
- ◆ Know how to communicate professionally through text messages
- ◆ Know how to communicate professionally through webchat
- ◆ Know how to communicate professionally through multi-channel apps
- ◆ Know how to respond to support ticket apps professionally
- ◆ Know professional documentation skills
- ◆ Know how to give feedback professionally
- ◆ Know how to be professionally pro-active.

What is covered in this course?

This online Customer Support training course includes the following:

Module 1: Getting Started

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

Module 2: What Is Customer Service?

- Support vs Service
- Who Participates?
- Metrics
- Trends
- Case Study
- Module Two: Review Questions

Module 3: Challenges

- Customer Challenges
- Crisis
- Ticket Backlogs
- End Relationship with Customer
- Case Study
- Module Three: Review Questions

Module 4: Email

- Formal Yet Conversational Style
- Scripted Yet Authentic
- Explain Information Carefully
- Results
- Case Study
- Module Four: Review Questions

Module 5: SMS

- Convenience of Texting
- Apps and Software Available
- Information to Communicate
- Professional Communication Through Text
- Case Study
- Module Five: Review Questions

Module 6: Ethical Decisions

- Personalise
- Apps and Software Available
- Real-Time Support
- Etiquette
- Case Study
- Module Six: Review Questions

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Module 7: Multi-Channel Apps

- Different Multi-Channel Apps
- Pros
- Cons
- Making a Decision
- Case Study
- Module Seven: Review Questions

Module 8: Support Ticket Apps

- Different Support Ticket Apps
- Pros
- Cons
- Making a Decision
- Case Study
- Module Eight: Review Questions

Module 9: Documentation

- What to Document
- Using Tools
- Prepare Documentation
- Retain
- Case Study
- Module Nine: Review Questions

Module 10: Feedback

- Surveys
- Boxes
- Analytics
- Usability
- Case Study
- Module Ten: Review Questions

Module 11: Be Proactive

- Research Analytics
- Discover Opportunities
- Prevent Problems
- Provide Support Before People Know They Need It
- Case Study
- Module Eleven: Review Questions

Module 12: Wrapping Up

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

Why is this online Customer Service training course essential?

Providing excellent customer service can help you: increase customer loyalty to your business, decrease barriers to buying (for example, if your business has an excellent customer service record dealing with refunds, you're more likely to entice a hesitant buyer to purchase from you). Our online Customer Support training course will help learners discover the new opportunities in customer support services via the internet and how to use these opportunities to their advantage.

[Click Here to Buy this Course](#)



HOW IT WORKS

Instant Access

- Gain instant access to your course(s) upon purchasing through our website
- Login credentials are sent immediately to the customer to the email address provided during the checkout process
- We also advise all customers to check their spam and junk mail folders in case your mail server has diverted the email there

Online Support 24/7

- Customer service teams interact with clients through email and live chat support.

Refund policy

- To request a refund, you should email our support team with your receipt stating why you would like to be reimbursed.
- You, or your learners, must not complete the training to make a valid refund claim.
- Any courses that have been completed and those with certificates achieved will not be valid for a refund.

Learn Anytime, Anywhere, On Any Device

- Learn at your own pace, at a time and place convenient to your circumstances
- Individual learners can access their course material(s) 24/7 for 365 days from the date of purchase
- In the case of organisations that order multiple licences for future use, the countdown will start when learners are allocated to the training course(s)

Assessment and Certification

- Unlimited attempts to complete end of course assessments
- On successful completion, download, print/save quality-assured CPD certificate

100% Money Back Guarantee

- We want you to be completely satisfied with your training. We offer a 14-day money-back guarantee if you are not 100% satisfied.

[Click Here to Buy this Course](#)

ACCREDITATION

End of course assessment

At the end of this course, learners are required to complete an online end of course assessment. On successful completion of the assessment (80% pass mark), learners may download a FREE CPD certificate from their profile page.

Certification

On successful completion of this e-learning course and end of course assessment, the learner may download, save and/or print a quality assured CPD certificate (recognised internationally). Our CPD certificate can be used to provide evidence for compliance and audit or Continuing Professional Development (CPD).

Course accreditation

The CPD Certification Service accredits all our online training courses and programmes as conforming to universally accepted Continuous Professional Development (CPD) guidelines.



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Mandatory Training Group 

WHY CHOOSE OUR ACCREDITED E-LEARNING COURSES?

The benefits of using our accredited e-learning courses in the workplace include:

- CPDUK accredited e-learning provider
- Ofqual approved training centre (UK qualifications)
- Internationally recognised CPD and Ofqual approved certificates
- Wide range of courses and qualifications that meet UK legislation and guidelines
- Over 500 online courses and programmes that cover multiple sectors
- Free blended learning environment for individuals and organisations
- Immediate access to online courses and programmes
- Highly interactive e-learning portal
- Substantial cost reductions (no travel fees and other expenses)
- Self-paced online learning
- Low carbon footprint through e-learning
- Repository of online learning materials and assessments
- Fully qualified and experienced trainers, instructors and assessors
- Experienced subject matter experts and content developers
- Conversion of existing classroom courses to e-learning courses
- All training courses meet the latest guidance and best practice recommendations.



Civility in the Workplace Training Course for Global Executives

"YPO is the premier global leadership organisation for more than 28,000 chief executives in over 130 countries and the global platform for them to engage, learn and grow. We approached The Mandatory Training Group to develop an online training programme focusing on improving workplace civility. Their team developed excellent learning materials tailored to our organisational needs. With their support, we rolled out the civility in the workplace training programme to over 300 executives around the world."

Nicolle Billmyre, YPO, Texas, USA



City and Hackney

Clinical Commissioning Group

Counter Fraud, Bribery and Corruption Training for NHS Providers

"NHS City and Hackney Clinical Commissioning Group (CCG) is an NHS organisation led by local GPs. The Mandatory Training Group provided us with tailored courses focussing on tackling fraud, corruption and bribery for all our staff across various sites. The e-learning courses helped us to meet statutory and regulatory requirements".

Harriet Griffiths, NHS City and Hackney CCG, London, UK



Accredited Training Courses, Programmes and Regulated Qualifications

"Reed is the largest platform for jobs, recruitment and courses in the UK. The Mandatory Training Group is one of our most trusted providers of continuing professional development (CPD) programmes and regulated qualifications. They have provided us with a wide range of learning materials ranging from soft skills, personal development, health and safety, among others. These courses help many job seekers to improve their skills and comply with the current UK and European laws".

Mansh Bhatti, Reed Courses, London, UK

“When we set up our business, we were looking for a reliable training provider for the healthcare multi-disciplinary team (MDT). We worked with The Mandatory Training Group to establish our training needs for each group of professionals. Their experience was invaluable, helping us to design new courses and assessments to meet the commissioners’ and regulatory requirements”.

Anne Joy, OSD Healthcare, Hemel Hempstead, UK



Healthcare choice for **everyone** **Statutory and Mandatory Training for Healthcare Providers**

“All our senior clinicians were delighted with the delivery of the mandatory training courses. They found the course leaders to be very flexible with allocating more time to certain areas at request. The course contents that LearnPac had designed were tailored to our workforce, which helped them improve their understanding of the subjects. The application of legislative concepts to practice was excellent”.

Sophie Hartley-Jones, OneHealth Group, Sheffield, UK



Online Training and Development for the Public Sector

“We work with various public sector organisations. Statutory and mandatory training is essential for all our placements. We used LearnPac for the blended learning environment they provide for our staff. The online statutory and mandatory training courses adequately meet our regulatory requirements. LearnPac’s learning management system enabled us to manage our learners and quickly sort out compliance for our workers. The flexibility of pricing and meeting our needs with the mandatory training was beneficial.”

David Sanchez, Eden Brown Synergy, London, UK



Blended Train the Trainer Courses for Healthcare Providers

“We were looking to provide resuscitation and first aid training for clinical and non-clinical staff internally. The Mandatory Training Group stood out because they provide comprehensive blended learning solutions. Our internal trainers and facilitators were able to complete the theory training and assessments in advance. The practical sessions were packed with meaningful activities throughout the day. The lead trainers also helped us to complete training needs assessments”.

Kate McLoughlin, Nuffield Health, Bournemouth, UK

LEARN. DEVELOP. COMPLY.

The Mandatory Training Group is the leading UK provider of accredited statutory and mandatory training courses for all sectors, including health and social care, education, local government, private and charity sectors.

We have supported over one million learners to reach their potential through e-learning courses and qualifications using our interactive online learning portal.

WEBSITE

[The Mandatory Training Group - Online Training Courses](#)

WORKING HOURS

Mon - Fri / 9:00AM - 5:00PM

Online Training Courses, Programmes & Qualifications

The Mandatory Training is the leading UK provider of accredited online courses, programmes and qualifications in the following categories:

1. Business and Entrepreneurship
2. Health and Safety
3. Health and Social Care
4. IT and Cyber Security
5. Leadership and Management
6. Mental Health Awareness
7. Microsoft Office
8. Personal and Professional Development
9. Statutory and Mandatory Training
10. Soft Skills Development