

ENRICHING CUSTOMER SERVICE SCRIPT

PROJECT SCRIPT

CLIENT NAME: ASCEND HOSTING

PROJECT NAME: ENRICHING CUSTOMER SERVICE

Character(s):

- **Course Trainer:**
 - Paige
- **Scenario Customers:**
 - Sterling B.
 - Maxwell J. F
 - Dana K.
- **Text to Speech:**

CHARACTERS	WORD COUNT	EST. READ TIME	WORD PER PERIOD
Paige	1093	7 mins 2 secs	2.5
Sterling B.	93	37 secs	2.5
Maxwell J. F	154	1 min 1 sec	2.5
Dana K.	112	47 seconds	2.5
Text to Speech	889	3 mins 35 secs	2.5

TOTAL WORD COUNT: 2341

READ TIME: 15 MINS 36 SECS

AVERAGE WORD PER PERIOD: 2.5

SCENE 01: INTRODUCTION:

WORD COUNT: 195	ESTIMATED READ TIME: 1 MIN 18 SECS	AVERAGE WORD PER PERIOD: 2.5
SLIDE NO.	FILE REFERENCE	SCRIPT

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<p>Slide-1.2 <i>Trainer Introduction and Navigation</i></p> <p><input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>1.2 Trainer Intro.mp3 1.5 Navigations Instructions.mp3</p>	<p>Paige: Hi there! I'm Paige, a customer care expert. I'm so happy to have you here today! I'll assist you through today's training. At the end of the course, please rate your experience with me!</p> <p>Before we start, let's have a look at the course controls. In the bottom-left corner, you will find the navigation tools. These buttons will allow you to move forward, backward, and return home.</p>
<p>Slide-1.3 <i>Course Introduction</i></p> <p><input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>1.3 Course Intro.mp3</p>	<p>Paige: Today, you'll take on some support tickets where the answers aren't readily apparent in communication. It's up to you to build the bridge for a positive experience and to provide a solution to the customer.</p>
<p>Slide-1.4 <i>Task Instructions</i></p> <p><input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>1.4 Task Instructions.mp3</p>	<p>Paige: Each customer will rate their experience on a scale of one to five stars; your goal is to finish the day having resolved three customer support tickets. After completing all support tickets, you will receive a score average.</p>
<p>Slide-1.5 <i>Progress Indicator</i></p> <p><input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>1.6 Progress Indicator Instructions.mp3</p>	<p>Paige: Pay attention to your potted plant. The plant serves as an indicator of your performance. It will remain healthy if you perform well with the customer. If you receive poor reviews, your plant will wither. Hover over the plant. Try it!</p> <p>That's all for now. Get settled and let's get started!</p>

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SCENE 02: TICKET INBOX

WORD COUNT: 889	ESTIMATED READ TIME: 3 MIN(S) 36 SECS	AVERAGE WORD PER PERIOD: 2.5
SLIDE NO.	FILE REFERENCE	SCRIPT
<p>Slide-2.5 (Overlay) <i>Ticket Inbox Instructions</i></p> <p><input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>2.4 Workspace Instructions.mp3</p>	<p>Paige: Once you have read the customer ticket, choose the most suitable response and click “submit” to submit. If you at any point feel stuck, click the “question” icon for help. I can provide up to two hints per ticket to help you, but first, try to solve the problem yourself. Click on the “exit” icon to close the ticket and return to the inbox. You already have a few support tickets. You must respond to all three tickets. After you complete the ticket, you can view the customer’s rating. Get started on them! You’ve got this!</p>
<p>Slide-2.5 (Overlay) <i>Helpful Article 1</i></p> <p><input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>2.4 Article 1.mp3</p>	<p>Best Customer Service Practices</p> <p>Customer service is so much more than just providing support to your customers! Effective communication, forming, and maintaining relationships with customers are integral to great customer service. To thrive in customer service, representatives must focus and consider their communication habits. This article provides some valuable pointers for how you can improve customer interactions.</p> <p>Be personable and empathetic with your customers. They are human. Let’s humanize our interactions with them. A good start to this would be to acknowledge them by name at the beginning of your dialogue.</p>

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		<p>Be patient and listen to the customers' issues. It's important to paraphrase/restate for clarification of the situation. Ask probing questions if you find yourself lost or require more information. Be thorough! Make it easy as possible for your customers. How can you simplify the learning process for your customers? Consider the resources at your disposal. Do you have video tutorials? Visual aids to send?</p> <p>Make it easy as possible for your customers. How can you simplify the learning process for your customers? Consider the resources at your disposal. Do you have video tutorials? Visual aids to send?</p>
<p>Slide-2.5 (Overlay) <i>Helpful Article 2</i></p> <p><input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>2.4 Article 2.mp3</p>	<p>The Bedrock of Great Customer Service</p> <p>Get on the Same Page as the Customer:</p> <p>Never flat-out tell the customer that they are wrong. Politely correct wrong assumptions made by customers to clarify a situation (e.g., I understand that X, is that correct. I can confirm that...is...). Do your due diligence and properly investigate the customer situation so you're able to provide accurate information when you respond.</p> <p>Sometimes customers are extremely upset and may want to express their grievances as opposed to communicating their issue. Be patient! Listen! Ask probing questions to collect the information needed to facilitate customer resolution.</p> <p>Understand What They Want</p>

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		<p>Don't presume to know what the customer would want! Some people value money. Some value time. Some value care. Ask yourself, "what does the customer want?" Find out what they are seeking. Refrain from jumping to a solution before communicating with the customer. This may appear dismissive, impersonal, and avoidant. A solution may not be the solution.</p>
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SCENE 03: TICKET 1 SCENARIO

WORD COUNT: 541	ESTIMATED READ TIME: 3 MIN(S) 36 SECS	AVERAGE WORD PER PERIOD: 2.5
SLIDE NO.	FILE REFERENCE	SCRIPT
<p>Slide-3.1 <i>Ticket 1 Scenario</i> <i>Question</i></p> <p><input type="checkbox"/> Section <input type="checkbox"/> Lesson <input checked="" type="checkbox"/> Quiz</p>	<p>3.1 Sterling's Message.mp3</p>	<p>Sterling B.: To whomever it may concern, I currently have a monthly subscription. I received a paid confirmation two weeks ago; however, for some reason, my ACCOUNT HAS BEEN CLOSED!!! WHY?!?! You guys need to fix it NOW!</p>
	<p>3.1 A User Response.mp3</p>	<p>User Choice A: I just checked your account, and the account was not closed but restricted. This may happen if user websites violate Ascend hosting guidelines. We will need to verify your identity to get it unrestricted. This status change should reflect on your account same day.</p>
	<p>3.1 B User Response.mp3</p>	<p>User Choice B: Thank you for contacting us. I am so sorry that you are having an issue with your account. I know that's frustrating! I checked your account, and I saw you that purchased a monthly subscription on the 27th of December. I want to assure you that your account is not closed. It looks like we</p>

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		have restricted your account because of an address and payment change. This is a safety precaution for our customers. Please contact us as soon as you can via live chat or phone to verify your identity and you should be able to use your account the same day. Best.
	3.1 C User Response.mp3	User Choice C: Thank you for reaching out to Ascend Help Desk! I checked your account, and I saw you purchased a monthly subscription on the 27th of December. We restricted your account. It looks like you used a new card associated with a new zip code on the second payment. We can update your information and fix this for you! Please contact us via live chat or phone to verify your identity.
<p>Slide-3.3 <i>Ticket 1 Scenario A</i></p> <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	3.1 Sterling's 1A Response.mp3	Sterling B: What?! I didn't violate any guidelines!
<p>Slide-3.4 <i>Ticket 1 Scenario B</i></p> <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	3.1 Sterling's 1B Response.mp3	Sterling B: Thank you for checking that out for me. I had no idea why the account was restricted. Yes, I did use another card the second time. I will use the live chat to verify my identity.
<p>Slide-3.5 <i>Ticket 1 Scenario C</i></p> <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	3.1 Sterling's 1C Response.mp3	Sterling B: I appreciate you checking this out. This has just been a frustrating situation, is all.
Slide-3.2	3.2 Hint 1 Reveal.mp3	Hint 1

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<p><i>Ticket 1 Scenario Hints</i></p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>		<p>Paige: The customer’s message reads panicky. A productive interaction may be challenging for an upset customer. Let’s acknowledge how challenging this is for them.</p>
	<p>3.2 Hint 2 Reveal.mp3</p>	<p>Hint 2</p> <p>Paige: Who confirmed that the account was closed? Politely correct the customer’s assumption and try to provide them with the most accurate information.</p>
<p>Slide-3.6</p> <p><i>Ticket 1 Scenario A</i></p> <p><i>Feedback</i></p> <p><input type="checkbox"/> Section</p> <p><input checked="" type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>3.6 1A Feedback.mp3</p>	<p>Paige: Oops! Your response did not show empathy. It is important to be sensitive to customer feelings. Think of empathy as a bridge to good communication. It provides context to a situation and helps guide us to respond appropriately. Also, we implied that the customer violated Ascend Hosting guidelines without evidence, and we did not articulate what guideline they violated. Try to avoid blaming the customer. To improve this type of interaction in the future, try to put yourself in the customer’s shoes and investigate the case before communicating with the customer.</p>
<p>Slide-3.7</p> <p><i>Ticket 1 Scenario B</i></p> <p><i>Feedback</i></p> <p><input type="checkbox"/> Section</p> <p><input checked="" type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>3.7 1B Feedback.mp3</p>	<p>Paige: Excellent work! You acknowledged the frustrating situation for the customer and validated it in your response. You also investigated the situation before responding, which helped you to better explain the situation. This shows empathy, good listening skills, and pro-activeness.</p>

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<p>Slide-3.8 <i>Ticket 1 Scenario C Feedback</i></p> <p><input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>3.8_1C_Feedback.mp3</p>	<p>Paige: You were on the right track! Nice job investigating the issue before talking to the customer. It is best to have accurate information as soon as possible. You also provided explicit instructions and a simple solution. To improve this type of interaction in the future, let's be more thoughtful of the customer's feelings by acknowledging their struggle or frustration.</p>
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SCENE 04: TICKET 2 SCENARIO

WORD COUNT: 546	ESTIMATED READ TIME: 3 MIN(S) 38 SECS	AVERAGE WORD PER PERIOD: 2.5
SLIDE NO.	FILE REFERENCE	SCRIPT
<p>Slide-4.1 <i>Ticket 2 Scenario Question</i></p> <p><input type="checkbox"/> Section <input type="checkbox"/> Lesson <input checked="" type="checkbox"/> Quiz</p>	<p>4.1_Maxwell's_Message.mp3</p>	<p>Maxwell J. F: I have tried SIX TIMES to use a discount code for the one-year unlimited template subscription during the special. I have already spoken to THREE PEOPLE, followed their instructions with no success. I want the discounted price for the subscription. Also, my web editor keeps crashing. Please remedy this situation immediately.</p>
	<p>4.1_2A_User_Response.mp3</p>	<p>User Choice A: I'm sorry for the inconvenience this situation has caused. Unfortunately, the holiday promo codes have all expired; therefore, the codes will not work. Regarding the Web Editor crashing, make sure you are using a supported browser. What browser are you currently using? Let me know and we'll sort this out.</p>
	<p>4.1_2B_User_Response.mp3</p>	<p>User Choice B: I am sorry that you could not take advantage of the holiday special. From my understanding, your promo code did not</p>

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		work before it expired. Is that correct? Did you receive an error code? I will make sure that you receive a discount equivalent to the one you attempted to apply for! Please send me the promo code/name/link. I'll confirm it, and I'll go through the check-out process with you to make sure everything works properly. We'll sort this out! Please get back to me as soon as you can! Sincerely,
	4.1 2C User Response.mp3	User Choice C: I am very sorry about this situation. I have already emailed you a private link with a new promo code which you can use to get your discount. Please let us know if it does not come through.
Slide-4.2 <i>Ticket 1 Scenario Hints</i> <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	4.2 Hint 1 Reveal.mp3	Hint 1
		Paige: A refund may be appropriate, but what boxes do we need to tick for refund eligibility? When in doubt, prioritize accuracy over swiftness.
	4.2 Hint 2 Reveal.mp3	Hint 2
		Paige: An excellent customer service experience involves addressing all customer needs. You may need to ask clarifying questions for more details.
Slide-4.3 <i>Ticket 2 Scenario A</i> <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	4.3 Maxwell's 2A Response.mp3	Maxwell J. F: I was attempting to use the code DURING the special! Why would the codes be expired during the special if they are for the special? Anyway, I ended up switching to another browser and it worked out. Thanks.

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<p>Slide-4.4 <i>Ticket 2 Scenario B</i></p> <p><input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>4.4 Maxwell's 2B Response.mp3</p>	<p>Maxwell J. F: Hi thank you! Yes, I couldn't get my code to work. I kept getting a "code not valid" error. I really appreciate your honoring the discount! The promo code was 25RAININGTEMPLATES. Thanks again!</p>
<p>Slide-4.5 <i>Ticket 2 Scenario C</i></p> <p><input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>4.5 Maxwell's 2C Response.mp3</p>	<p>Maxwell J. F: I appreciate the new promo code and I'll make another attempt. I just don't get why it didn't work in the first place. Hopefully, I don't have the same issue this time. Thanks.</p>
<p>Slide-4.6 <i>Ticket 2 Scenario A Feedback</i></p> <p><input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>4.6 2A Feedback.mp3</p>	<p>Paige: You were on the right track! You acknowledged the customer's frustration and resolved the crashing issue; however, you bypassed one of the customer's issues. The customer mentioned that the code did not work during the special, which means an expired code was not the problem. Make sure you are paying attention, thoroughly responding, addressing all customer concerns. To improve this type of interaction in the future, be sure to ask paraphrase, restate customer situations, or ask probing questions.</p>
<p>Slide-4.7 <i>Ticket 2 Scenario B Feedback</i></p> <p><input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>4.7 2B Feedback.mp3</p>	<p>Paige: Fantastic Job! You acknowledged the customer's feelings; you asked probing questions, you had a plan; and you resolved the customer's issue! This communicates empathy, good listening skills, and pro-activeness.</p>

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<p>Slide-4.8 <i>Ticket 2 Scenario C Feedback</i></p> <p><input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>4.8 2C Feedback.mp3</p>	<p>Paige: Not bad! You were empathetic and provided a solution; however, you missed an opportunity to show that you can directly handle customer issues. We want to help the customer as soon as possible and maintain their confidence in our ability to tackle their problems. If you are unsure about the situation, be sure to ask paraphrase/restate customer situations or ask probing questions.</p>
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SCENE 05: TICKET 3 SCENARIO

WORD COUNT: 492	ESTIMATED READ TIME: 3 MIN(S) 16 SECS	AVERAGE WORD PER PERIOD: 2.5
SLIDE NO.	FILE REFERENCE	SCRIPT
<p>Slide-5.1 <i>Ticket 3 Scenario</i></p> <p><input type="checkbox"/> Section <input type="checkbox"/> Lesson <input checked="" type="checkbox"/> Quiz</p>	<p>5.1 Dana's Message.mp3</p>	<p>Dana K.: I have made several attempts to swap out my website title for my website logo. I'm following the instructions on the website, but it's not working. All I see is a little icon in the place of my picture. This is extremely annoying as I am on a deadline for a website launch. I need my logo to be working! HELP!</p>
	<p>5.1 3A User Response.mp3</p>	<p>User Choice A: I understand your frustrations! We will sort this out as soon as possible. I am going to send you a secure private link in the next few minutes. It is a link to a web-based online meeting. We will share screens, no download required. I will guide you and stay with you until we resolve this issue! Sound like a plan?</p>
	<p>5.1 3B User Response.mp3</p>	<p>User Choice B:</p>

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		Thank you for contacting us! I believe you're on the "Web Editor" page. Navigate to the "Site Settings" page. Go to the "dashboard" and click "Site Settings." Go to "My Site Page." Scroll down until you see "Page Logo" Check the box to enable it. From there, return to the "Web Editor" page and make another attempt to upload your picture. That should work for you. Cheers,
	5.1 3C User Response.mp3	User Choice C: Thank you for reaching out to us today. Please make sure that your picture formatting is acceptable and doesn't exceed 20 MB. You may have to convert and compress the file of the picture. Try that and get back to us. I hope that helps.
Slide-5.2 <i>Ticket 3 Scenario Hints</i> <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	5.2 Hint 1 Reveal.mp3	Hint 1
		Paige: The customer seems quite frustrated working alone. How can you make technical instructions simpler for the customer?
	5.2 Hint 2 Reveal.mp3	Hint 2
		Paige: What company resources are at your disposal to make this easier for the customer?
Slide-5.3 <i>Ticket 3 Scenario A</i> <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	5.3 3A Dana's Response.mp3	Dana K.: That sounds like a great plan! I really didn't want to go through it alone again. I appreciate the offer to work with me live.

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<p>Slide-5.4 <i>Ticket 3 Scenario B</i></p> <p><input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>5.4 3B Dana's Response.mp3</p>	<p>Dana K.: I didn't see the "Page Logo" section you mentioned. I'm really confused! I only have one more day to get this fixed before my website launch!</p>
<p>Slide-5.5 <i>Ticket 3 Scenario C</i></p> <p><input type="checkbox"/> Section <input type="checkbox"/> Lesson <input checked="" type="checkbox"/> Quiz</p>	<p>5.4 3C Dana's Response.mp3</p>	<p>Dana K.: It's PNG file and it's 897 KB. So what now?</p>
<p>Slide-5.6 <i>Ticket 3 Scenario A</i> <i>Feedback</i></p> <p><input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>5.6 3A Feedback.mp3</p>	<p>Paige: Outstanding work! Nice job acknowledging the customer's feelings and their time-sensitive problem. Great idea using company tools to improve customer service. This showed good listening skills, as the customer email expressed technical challenges, and your ability to tackle the issue promptly.</p>
<p>Slide-5.7 <i>Ticket 3 Scenario B</i> <i>Feedback</i></p> <p><input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>5.7 3B Feedback.mp3</p>	<p>Paige: You were on the right track; however, when a customer explains that they are having technical issues, instructions must be clear and concise. Make it simple for them. To improve this type of interaction in the future, use company resources, including referring to your peers. Visual aids go a long way! Think screen shots. Refer them to short video tutorials.</p>
<p>Slide-5.8 <i>Ticket 3 Scenario C</i> <i>Feedback</i></p> <p><input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson</p>	<p>5.8 3C Feedback.mp3</p>	<p>Paige: You provided explicit instructions, but unfortunately; the solution was wrong. Also, some steps involved using external programs and extra work. We want to resolve the issue with company resources and products. Do not take</p>

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<input type="checkbox"/> Quiz		what the customer says at face value. Make sure that you are doing your due diligence. To improve this type of interaction in the future, make sure you are investigating the situation, use company resources, including referring to your peers.
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SCENE 06: COURSE COMPLETION

WORD COUNT: 210	ESTIMATED READ TIME: 1 MIN(S) 24 SECS	AVERAGE WORD PER PERIOD: 2.5
SLIDE NO.	FILE REFERENCE	SCRIPT
<p>Slide-6.1 <i>Congratulations Stage 1 Plant</i></p> <p><input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>6.1 State 1 Results.mp3</p>	<p>Paige: You did it!</p> <p>Customer relationships are like plants, and your plant is flourishing! Nice work! Like plants, customer relationships need to be handled with care. Continue to water your customers with attention, radiate empathy, and compassion for them, and nourish them with competency, professionalism, and hard work.</p> <p>Here are some key points to remember:</p> <ul style="list-style-type: none"> • Leverage socio-emotional intelligence to foster stronger connections and facilitate more productive interactions. • Ask probing questions and paraphrase/restate customer issues to improve understanding and provide clarity. • Leverage company resources to help improve understanding and streamline customer issues.

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		<p>It was a pleasure to work with you today! Be sure to refer to your supervisor for further instruction.</p>
<p style="text-align: center;">Slide-6.2 <i>Congratulations Stage 2 Plant</i></p> <p><input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>6.2 State 2 Results.mp3</p>	<p>Paige: You did it!</p> <p>Customer relationships are like plants, and your plant is in good shape! Like plants, customer relationships need to be handled with care. To thrive, water your customers with attention, radiate empathy and compassion for them, and nourish them with competency, professionalism, and hard work.</p> <p>Here are some key points to remember:</p> <ul style="list-style-type: none"> • Leverage socio-emotional intelligence to foster stronger connections and facilitate more productive interactions. • Ask probing questions and paraphrase/restate customer issues to improve understanding and provide clarity. • Leverage company resources to help improve understanding and streamline customer issues. <p>It was a pleasure to work with you today! Be sure to refer to your supervisor for further instruction.</p>
<p style="text-align: center;">Slide-6.3 <i>Congratulations Stage 3 Plant</i></p> <p><input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson</p>	<p>6.3 State 3 Results.mp3</p>	<p>Paige: Congratulations! You completed the course.</p> <p>Like plants, customer relationships need to be handled with care. Your plant survived, but it is withering. Survival is great, but thriving is the goal. To thrive, water your customers with</p>

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<input type="checkbox"/> Quiz		<p>attention, radiate empathy and compassion for them, and nourish them with competency, professionalism, and hard work.</p> <p>Here are some key points to remember:</p> <ul style="list-style-type: none">• Leverage socio-emotional intelligence to foster stronger connections and facilitate more productive interactions.• Ask probing questions and paraphrase/restate customer issues to improve understanding and provide clarity.• Leverage company resources to help improve understanding and streamline customer issues. <p>It was a pleasure to work with you today! Be sure to refer to your supervisor for further instruction.</p>
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