

CSR 101 BOOTCAMP

Formally known as CSR Dispatcher Bootcamp; this CSR 101 Bootcamp is a role-specific program designed for new CSRs, those with less than a year experience, or for those who want to refresh on the basics of customer service.

Designed to increase booking rates and improve customer experience, this CSR 101 Bootcamp will provide the soft skills of being a CSR, ServiceTitan key features and workflows to support those soft skills, as well as communication and customer service pro-tips.

DAY 1

- The Importance of an Effective CSR
- Introducing a 7-Star Customer Experience
- Gathering Information: Ask the Right Questions
- Manage Customer, Location & Job Information

DAY 2

- Dispatching Best Practices
- Importance of First Impressions
- Improve your Voice
- Word Choice Matters / Words to Avoid

DAY 3

- Learn to Add Value
- Become a Problem Solver
- De-Escalate Customers
- Build & Nurture a Relationship of Trust
- Final Scorecard
- Ongoing Improvement



We know your CSRs are vital to your business, so we want to be respectful of their time by offering this nine-hour course over three days, three hours each day. Classes will be conducted virtually via Zoom and include multiple opportunities to role play and develop skills, so we require that participants have access to a working web camera and microphone.

Additional information about the class:

- [Click here](#) to register.
- Each event is capped at 16 participants, with a 3 person minimum
- Who should attend: CSRs with less than one year experience
- Registration fee is \$750 per person
- For additional information, [click here](#)



If your CSR is BRAND NEW to ServiceTitan, we strongly recommend that they take the [Intro to Call Booking Workshop](#) before the bootcamp. [Click here](#) to register for a live session, or [click here](#) to watch a recorded version.