ServiceTitan

CSR MANAGER BOOTCAMP

"I wish you had a training that focused more on the CSR Manager side of things." We heard you and here it is! This two day program is designed specifically for CSR Managers of all skill levels.

We cover how to train your CSRs more effectively, how to help them improve, how to utilize ServiceTitan more efficiently, and tips and tricks on how to make your call center more effective by increasing your call booking rate. Come meet with other CSR Managers and learn from them through guided discussions and activities. We can't wait to help you improve your skills as a CSR Manager!

DAY 1

- The Importance of Training an Effective CSR / Dispatcher

- Introducing a 7-Star Customer Experience

- Answering the Call - Asking the Right Questions

- Gathering Customer Information

- Managing Customer Information

- Importance of First Impressions

- Voice Control

- Word Choice Matters / Words to Avoid

DAY 2

- Guiding your CSR to Independent Learning

- Task Management

- Adding Value to Overcome Objections

- Managing the Follow Up Module

- Problem Solving

- Resolving Complaints and De-Escalation

- Building and Nurturing a Relationship of Trust

- Final Scorecard and Ongoing Improvement

We know you are vital to your business and especially to your CSRs, so we want to be respectful of your time. Classes will be conducted virtually via Zoom and include multiple opportunities to have an open dialogue to facilitate further skill development, 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

- Registration fee is $575 per person

- Who should attend: CSR Managers looking to level up their management skills. Think new hires and team development.

- For additional information, [click here](#)