

# CSR 102 BOOTCAMP

CSR 102 is a one day, three hour course, designed for those CSRs with over one year's experience, in order to help them go the extra mile in their role. We go beyond the basics to focus on specific features and best practices to help take their customer care to the next level.

Not only do we focus on customer care, but we also deep dive into ServiceTitan, and highlight how to be a better team member and mentor to those new hires. This is a hands-on course that will allow you to practice what we cover in your Next environment. If you're looking to level up your CSR experience, sign up now for this one day training!

## COURSE OVERVIEW

### EXTRA MILE

- Lead Generation & Follow Up
- Feature Releases
- Sandbox Environment
- Mentorship

### CUSTOMER CARE

- Tags
- Notes
- Memberships
- Task Management
- Schedule Assistant
- Adjustable Capacity Planning (ACP)

### ONGOING IMPROVEMENT

- CSR Scorecard
- Sandbox Environment
- YouTube
- Community



We know your CSRs are vital to your business, so we want to be respectful of their 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,
- For additional information, [click here](#)
- Who should attend: CSRs with more than one year experience, CSRs looking to level up their ServiceTitan skills!
- Registration fee is \$325 per person