VEREQUEST

Helping companies keep the promises they make®

Customizable Contact Center e-Learning

With the need for more remote learning, now is the time to bring the all-important customer service and sales soft skills to your learning environment.

Based on best practices and specifically designed for contact centers, VereQuest's Check-Up™ program is great for new hires and tenured agents alike.

Research has shown that students in **online learning** perform **better** than those receiving face-to-face instruction … but it must be done right.

We work with you to:

1. Choose the learning modules you need.
2. Incorporate your logo and adapt any images and examples to your unique environment.
3. Add best practice examples re-enacted from your actual customer interactions.
4. Adapt a series of tests to confirm comprehension and competency.
5. Publish the course in a SCORM-compliant format to host on your own LMS (or ours).
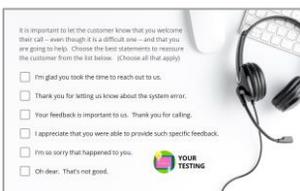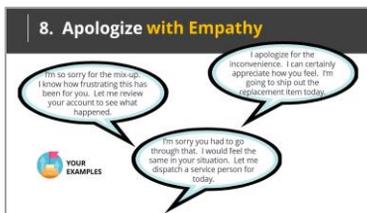
- ✓ Flat rate pricing; no individual learner fees
- ✓ Fast-track online learning development
- ✓ Easy-to-schedule modules from 5 – 15 minutes in duration
- ✓ Cost-effective alternative to custom development
- ✓ Augment current L&D library with highly-desirable soft skills
- ✓ Host it on your own LMS

Available Check-Up™ e-Learning modules
Something you need not in our current library? Get in touch for new releases!

FUNDAMENTAL CUSTOMER SERVICE + SALES SKILLS

SERVICE + SALES
1. Promises: Why the customer's experience matters
2. Handling pressure**
3. Delivering a great first impression
4. Recognizing customers by name
5. Treating customers with genuine care + concern (3 parts)
6. Taking ownership
7. Making a great first impression
8. Active listening
9. Understanding customer needs through effective questioning
10. Being courteous + professional
11. Communicating in a way customers can relate
12. Critical thinking + problem-solving*
13. Supporting irate customers
14. Having difficult conversations (how to say 'no')
15. Helping customers make the best decisions
16. Leaving customers feeling valued
17. Eliminating unconscious bias*

SALES
15. Converting features to customer benefits and values
16. Recognizing verbal buying signals + trial closing
17. Handling objections
18. Closing the sale
19. Cross-selling/Up-selling

CHANNEL-SPECIFIC SKILLS

OPERATIONS
1. Schedule adherence**

VOICE
1. Tone & manner
2. Managing holds, dead air & transfers professionally

EMAIL*
1. The power of written communication
2. Creating a great email experience
3. Email form + function
4. Writing for Email – spelling + punctuation
5. Writing for Email – grammar + sentence structure

CHAT*
1. Creating a great chat experience
2. Chat etiquette
3. Multi-tasking

✓ Modules are 5-15 minutes in duration.

✓ The skills are designed to build upon one another.

*New version

**Included at no charge

COACHING + LEADING SELF-DIRECTED TEAMS

Learners prepare for a real coaching session as they progress through the course. Includes Personal Coach support.

1. Introduction to Coaching Self-Managed Agents
2. Understanding performance standards
3. Making valid observations
4. Prioritizing coaching effort
5. Discovery Coaching I – Connecting, Set Agenda + Engage in Self-Discovery
6. Discovery Coaching II – Collaborating + Committing to Action
7. Diffusing defensiveness
8. Consequence conversations
9. Unconscious bias in coaching

Get in touch for a no-obligation review!

As of June 2022

ABOUT VEREQUEST

VereQuest provides customizable e-Learning, as well as Quality Monitoring services and technology, for contact centers. Our e-learning models and best practices have been formed after listening to and/or reading over a million customer interactions.

Helping companies keep their promises™ since 2002.

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