



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.

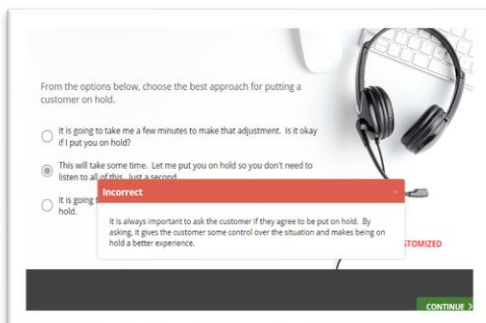
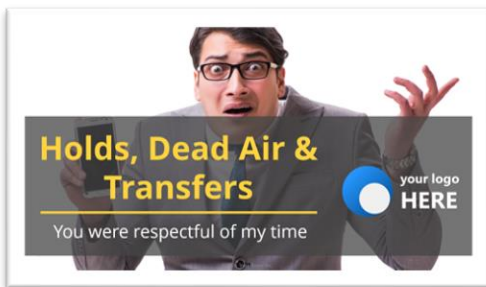
Based on best practices and specifically designed for contact centers, VereQuest's Check-Up™ program is great for new hires and tenured agents alike.



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
- ✓ Cost-effective alternative to custom development
- ✓ Augment current L&D library with highly-desirable soft skills
- ✓ Host it on your own LMS
- ✓ Use content for classroom and/or webinar format

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 as individuals
5. Treating customers with genuine care + concern
6. Being courteous + professional
7. Understanding customer needs through effective questioning
8. Active listening
9. Taking ownership
10. Leveraging positive language (how to say 'no')
11. Communicating in a way customers can relate
12. Identifying opportunities to educate
13. Helping customers make the best decisions
14. Managing difficult callers
15. Leaving customers feeling valued

SALES

15. Converting features to customer benefits and values
16. Recognizing verbal buying signals
17. Addressing objections effectively
18. Closing the sale
19. Cross-selling/Up-selling



CHANNEL- SPECIFIC SKILLS

VOICE

1. Tone & manner
2. Barrier-free communication
3. 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 5-30 minutes in duration.

✓ The skills are designed to build upon one another.



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

Get in touch for a no- obligation review!

As of November 2020

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.

CONTACT US



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