

Customer Support Training Process

1. Introduction to Training Program

This training program is designed to equip new Customer Support Executives with the skills, knowledge, and systems expertise required to deliver exceptional customer service. The program follows a structure combining theory, practice, assessments, and certification to run in a period of Two weeks.

2. Training Chapters

Chapter 1: Induction & Orientation

- Overview of the role of a Customer Support Executive (CSE)
- Core communication skills
- The 7Cs of Effective Communication: Clear, Concise, Concrete, Correct, Coherent, Complete, Courteous
- Non-verbal communication

Chapter 2: Soft Skills Development

- Telephone etiquette
- Tone modulation and voice control
- Problem-solving skills

Service Mentality Focus Areas:

- Empathy,
- Enthusiasm
- Ownership
- Adaptability
- Responsibility
- Work-life balance
- Resilience

Understanding Customer Types:

- The Negative Customer
- The Positive Customer
- The Confused Customer
- The Know-It-All Customer

- The Talkative Customer
- The Uncommunicative Customer
- The Angry Customer
- The Relaxed Customer
- The Controlling Customer

Chapter 3: Assessment One (i)

- Written exams
- Role-playing scenarios

Chapter 4: Product Knowledge

- Introduction to Savanna Fibre
- How to join Savanna Fibre
- Packages and pricing
- Equipment overview

Billing process and procedures:

- Compensation request process
- Refund and reversal handling
- Ongoing offers and promotions
- Loyalty programs (e.g., speed upgrades, 7-day free trial)

Chapter 5: Systems & Navigation

- VICIdial
- FreshCharts
- CRM
- SmartOLT
- UMC

Chapter 6: Troubleshooting Process

- Internet Structure Overview
- Fiber Home Troubleshooting:
 - No internet connection
 - Password reset procedures
 - IP assignment and resolution

- Slow speeds
- Smart OLT Troubleshooting:
 - No internet connection
 - Password reset No IP and IP assignment
 - Slow speed issues

Chapter 7: Escalation Matrix & Ticketing

- Ticket types and their respective TATs
- End-to-end ticket flow
- Escalation paths and roles

Chapter 8: Disposition Handling

- VICI dial dispositions and meanings
- CRM dispositions and usage

Chapter 9: Assessment Two (ii)

- Practical and theoretical assessment

Chapter 10: Buddy Learning

- call observation
- Guided interactions
- Feedback and improvement coaching

Chapter 11: Final Certification

- Assessment of system use, product knowledge, soft skills, and troubleshooting

Completion Criteria

- Attend all modules
- Successfully pass both assessments
- Demonstrate competence during buddy learning
- Meet all soft skill and technical performance standards