

Customer Service and Support

Use Rehearsal to elevate your customer service team's communication and customer engagement skills.

Challenge

Organizations spend a lot of time training their customer service and support teams on processes and customer engagement. This training is often static, focused on information, and doesn't translate into behavior change. This leaves representatives practicing and refining during live customer calls.

Approach

Create scenarios that set up key situations for your representatives to react and respond. These scenarios can be prompted as role-plays, with the set up video recorded in-character as a hypothetical customer, or simply informational with context of what information they have been provided by the customer.

Benefits

- Builds awareness of each representative's skill level when dealing with specific situations
- Provides a low-risk environment to practice and improve customer engagement skills
- Elevates overall confidence level of the representatives
- Accelerates new hire ramp up and skill development
- Identify and share best practices across teams for collaborative development

Applications

- Support Call Qualification
- Critical Information Gathering
- Customer Issue Resolution
- Issue Escalations
- irate Customer Handling
- Support System Processes

Industry Example

A consulting and training company was recruited to develop the skillset of customer service teams in the health insurance space. These teams often face sensitive conversations where empathy must be shown while dealing with complex and technical information. They continue to experience substantial increases in customer feedback scores.