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 <u>soft skills</u> 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.

According to a study published in the *Journal of Applied Psychology*, training tailored to real-world tasks boosts **knowledge retention by up to 60%** compared to generic programs.

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 actual recorded 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).
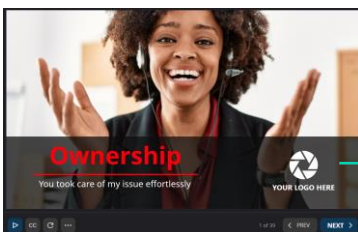
Your brand
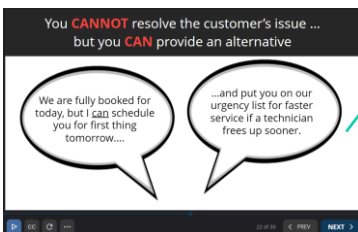
Your examples
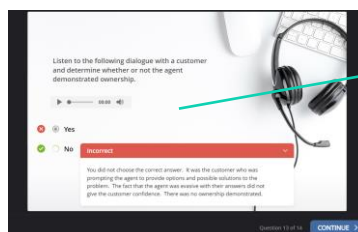
Your customer interactions

✓ Flat rate pricing; no individual learner fees

✓ Fast-track custom online learning development –or- choose our off-the-shelf modules

✓ 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 that's not in our current library? Get in touch for new releases!

THE FUNDAMENTALS

SERVICE + SALES
1. Understanding why the customer's experience matters
2. Handling pressure
3. Welcoming greeting
4. Addressing customers by name
5. Taking ownership
6. Treating customers with genuine care + concern (2 parts)
7. Making a great first impression
8. Active listening
9. Effective questioning (2 parts)
10. Leveraging tone and manner
11. Managing holds, dead air + transfers
12. Being courteous + professional
13. Communicating in a way customers can relate (2 parts)
14. Supporting irate customers
15. Having difficult conversations (how to say 'no')
16. Helping customers make the best decisions
17. Leaving customers feeling valued
18. Uncovering unconscious bias
19. Schedule adherence**

CHANNEL-SPECIFIC SKILLS

SALES
1. Converting features to customer benefits and values
2. Recognizing verbal buying signals + trial closing
3. Handling objections
4. Closing the sale
5. Cross-selling/Up-selling

EMAIL + CHAT
1. The power of written communication
2. Email form + etiquette
3. Chat etiquette + multi-tasking
4. Social Media etiquette (in development)

SPECIAL PROGRAM FOR HEALTHCARE SCHEDULING

Ask about our customized program specifically for Healthcare Scheduling call center agents

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, Setting Agenda + Engaging in Self-Discovery
6. Discovery Coaching II – Collaborating + Committing to Action
7. Diffusing defensiveness
8. Having consequence conversations
9. Eliminating unconscious bias in coaching

For the most current library, go to www.verequest.com!

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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