

CUSTOMER SERVICE



An HSI Company

Topics are highlighted in orange.

Courses in series (highlighted in black)
are shown in order they should be viewed.

Courses are also highlighted by whether
or not they have our 4tify your Learning™
feature.

Course/Topic Title	Has 4tify?
Customer Service	
Creating Great Customer Conversations	N
Representing Your Brand	Y
The 4P's for Creating Loyal Customers	Y
Customer Service Later	Y
Customer Service Chat	Y
Customer Service for Field Service Technicians	Y
When the Customer Isn't Right: Retail Conflict for Managers	Y
Call Center Training	
Duties of the Customer Service Representative	Y
Skills of the Customer Service Representative	Y
Phone Etiquette	Y
Active Listening	Y
Asking Good Questions	Y
Don't Say This!	Y
Troubleshooting	Y
Handling Angry Callers	Y
Escalating Issues	Y
Feedback	
Feedback Basics	Y
Surveys	Y
Social Media Feedback	Y
What to Do with Feedback	Y
Customer Service	
Service Quality Indicators	Y
Helping Your Customers Increase Their Revenue	Y
Helping Your Customers Decrease Their Expenses	Y
Telephone Techniques	
Greetings	N
Taking Calls	N
Hold, Please	N
Phone Etiquette	N
Taking Messages	N
Angry Callers	N
Working in Retail	
How to Give Exceptional Service	N
How to Stay Positive with Customers	N
How to Handle Feedback	N
How to Upsell	N
Managing Retail Employees	N
Who is Your Customer?	
I Can't Find This	N
I've Got a Coupon for That	N
I'm Just Looking	N
I'm With My Kids. Please Hurry.	N

Course/Topic Title	Has 4tify?
I'm on a Mission	N
I've Got Time and Money	N