

WHAT ARE CUSTOMER SERVICE ROLE PLAYS?

present: Eskawan Azis

9 CUSTOMER SERVICE ROLE PLAY EXAMPLES

Meskipun sangat bagus untuk role play dalam situasi baru, sebagai bagian dari induksi dan pelatihan berkelanjutan, ada beberapa situasi yang dapat sangat berguna untuk role play.



SKENARIO DI MANA



Coaching selalu lebih berharga ketika agen menyadari kebutuhan untuk meningkatkan. Jadi meminta agen membuat skenario di mana mereka ingin bermain peran adalah cara yang bagus untuk:

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Prompt Engineering for ChatGPT Jeelson Augustine Dr.h.c,2024-12-30 The book Illustrating Prompt Engineering for ChatGPT is crafted by Jeelson Augustine Dr h c with the intention of equipping readers whether seasoned technologists or complete newcomers to AI with the foundational skills and nuanced techniques required for mastering Prompt Engineering By doing so it prepares individuals to harness AI capabilities in a way that drives creativity problem solving and efficiency

Customer Service Training Maxine Kamin,2006 A practical hands on road map to help the reader quickly develop training in customer service It offers all the exercises handouts assessments structured experiences and ready to use presentations needed to develop effective training sessions **Emotional Intelligence Unlocked: How Anyone Can Build**

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Information Communication Technologies for Human Services Education and Delivery: Concepts and Cases

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Oxford Textbook of Communication in Oncology and Palliative Care David William Kissane, Barry D. Bultz, Phyllis N. Butow, Carma L. Bylund, Susie Wilkinson, 2017 Communication is a core skill for medical professionals when treating patients Cancer and palliative care present some of the most challenging clinical situations This book provides evidence based guidelines alongside case examples tips and strategies to achieve effective patient centred communication

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Successful Communication Through NLP Sally Dimmick,1995 Sally Dimmick s book shows how NLP principles can be applied to training and which methods are the most suitable for each channel of information input visual auditory or kinaesthetic The book outlines the main concepts of NLP explains how to identify a person s preferred channel and looks at ways of combining the channels so as to maximize the transfer of learning

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