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The Compassionate Geek: Mastering Customer Service for I.T. Professionals

By Don R. Crawley

Soundtraining.Net. Paperback. Book Condition: New. Paperback. 164 pages. Dimensions: 8.9in. x 5.9in. x 0.4in. There is a newer version of this book available. Look for The Compassionate Geek: How Engineers, IT Pros, and Other Tech Specialists Can Master Human Relations Skills to Deliver Outstanding Customer Service (ISBN9780983660736) A real-world, plain-language how-to guide for delivering amazing customer service to end-users. Now in its second edition, The Compassionate Geek was written by tech people for tech people. There are no frills, just best practices and ideas that actually work! Filled with practical tips, best practices, and real-world techniques, The Compassionate Geek is a quick read with equally fast results. Here's what you'll find: Best practices for communicating with email, including examples The four intrinsic qualities of great service providers Best practices for communicating using chat and texting Ten tips for being a good listener Two practical ways to keep your emotions in check A flow chart for handling user calls What to do when the user is wrong How to work with the different generations in the workplace The book includes links to free online videos that support and supplement the information presented in the book. All of the information is presented in a...



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