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**Unit 2 Guided Practice 3: Resolve Conflict**

**Develop a Strategy to deal with Angry Customers:**

According to the presentation, it is not easy to deal with an angry customer but sometimes we may come into a situation where we are forced to deal with them. To minimize conflict and most effectively deal with the situation, service technicians must practice skills to maintain their composure and not get personal with the situation. In such an event it is good to practice these habits:

* Assure the customer that they are in good hands and ensure them that you will do your very best to make sure their situation is resolved.
* Be polite and listen to the customer until they are completely finished addressing their problem. Sometimes customers need to vent & need someone to listen.
* Once they are finished, politely let them know that you empathize with them & understand their perspective. Take steps to provide a proper solution & resolve for your customer. You may also seek additional assistance from your supervisor to mitigate the issue.

**Type of Customer Personalities:**

1. **End users who complain**

*User is unhappy with features of products and services.*

*User is rarely satisfied with an apology or an explanation.*

* Listen to their feedback
* Thank them for their suggestions
* Guide them to a customer satisfaction or feedback survey to collect analytics & develop better products

1. **Power users**

*User thinks they have more technical knowledge than they actually have.*

*User indicates they should receive special treatment based on what or whom they know.*

* Respect that the user may have some level of understanding of the process but also understand that they are restricted to their role, either way, service techs must address all customers with the same level of respect and listen to the user.
* Ensure them that you will do everything you can or elevate the issue to someone who can help them.
* Politely request feedback on the user to determine if the solution was successfully implemented

1. **Incidents that get off track**

*User is confused or provides contradictory or inaccurate information.*

*User is dissatisfied with lack of progress or problem resolution despite several attempts to solve the problem.*

* Listen to the user’s request.
* Let the user know that their incident is being tracked & is being worked on
* Frequently give feedback to the user to update them on progress to the request

1. **End users who are upset, angry, or abusive**

*Angry User expresses real or perceived grievances about product or support services.*

*User indicates dissatisfaction through verbal and nonverbal communication.*

*User loses the ability to communicate in a professional or productive manner.*

*User continually turns the communication back to the source of the perceived grievance.*

* Ensure the user that their situation will be taken care of & you will do your very best to assist them
* Listen to the frustrated user & do not interrupt them, let them finish completely & vent their problem
* Empathize with the user, let them know that you understand how they feel & take steps to address their problem efficiently. If needed, seek request from a supervisor to help with the issue.

1. **End users who are reluctant to respond**

*User talks slowly, very little, or not at all.*

*User does not answer direct questions.*

* Sometimes we may come across a user that does not understand, technical concepts.
* In order to address their issue, we must switch to simple questions that require only yes and no response. Easy to understand questions.
* If the user is not good at responding to the current communication media, request to switch to another mode of communication. If all fails, request an IT Support tech to resolve the issue up-front.

1. **End users who will not stop responding**

*User continues to talk well after a problem has been resolved.*

*User changes the topic or relates personal experiences.*

* Address the issue in a convenient way and do not provide questions
* Provide user with simple answers & prevent lead-ins that may lead to a conversation
* Thank the user for contacting them & let them know that you can assist them if they have any further problems.