



Title: Customer Service and Soft Skills		Section: Module 1: Cover page		Frame #: 1
Unit:		Graphics:	Audio:	Video:
<div>Notes:</div> <div>•Title: Verdana 18pt</div> <div>•Main body text: Verdana 14pt</div> <div><div>Navigational Controls:</div><div>Start Course</div><div>Next</div><div>Back</div><div>Exit</div><div>Help</div><div>Home</div></div>		<div>Customer Service and Soft skills</div> <div></div>		
<div>Comments:</div> <div>The learner will click, ‘Start Course’ button to begin the course.</div>				

Title: Objectives		Section: Module 1		Frame #: 2
Unit:		Graphics:	Audio:	Video:
<div>Notes:</div> <div>•Title: Verdana 18pt</div> <div>•Main body text: Verdana 14pt</div> <div>Navigational Controls:</div> <div>Next</div> <div>Back</div> <div>Exit</div> <div>Help</div> <div>Home</div>		<div>Objectives:</div> <div>Upon completion of module 1, the Customer Service Representative (CSR) will be able to:</div> <div><div><div>• Identify ACFC’s (define acronym) mission and vision</div><div>• Describe certain behaviors that can impact customers</div><div>• State the difference between soft skills and hard skills</div></div><div></div></div>		
<div>Comments:</div> <div>The learner will read the objectives. Click, next.</div>				

Title: What is ACFC's Product?		Section: Module 2		Frame #: 3
Unit:		Graphics:	Audio:	Video:
<div>Notes:</div> <div>•Title: Verdana 18pt</div> <div>•Main body text: Verdana 14pt</div> <div><u>Navigation Controls:</u></div> <div>Next</div> <div>Back</div> <div>Exit</div> <div>Help</div> <div>Home</div>		<div>What is ACFC's Product?</div> <div>Our product is Customer Service. Customer service is the cornerstone of what we do. It is our job. Managed care organizations, like ACFC are customer service agencies.</div>		
Comments:				

Title: Module 1: Who We Are		Section: Module 1		Frame #: 4
Unit:		Graphics:	Audio:	Video:
<div>Notes:</div> <div>•Title: Verdana 18pt</div> <div>•Main body text: Verdana 14pt</div> <div><u>Navigational Controls:</u></div> <div>Next</div> <div>Back</div> <div>Exit</div> <div>Help</div> <div>Home</div>		<div>Our Mission</div> <div>“To help people get care, stay well, and build healthy communities”</div> <div>Our Vision</div> <div>“To be the national leader in empowering those in need, especially the underserved and the disabled, across their full life journey, from wellness to resilience, in order to reach their American Dream.”</div>		
<div>Comments:</div> <div>Voiceover reads this text before ‘Our Mission’ and ‘Our Vision’ appears in the frame: CSRs are the front line and face of the company. Their interactions with customers impacts the company’s reputation. Through our associates’ passion and team-work, we have built a culture of deep commitment to our members and their families, a commitment that extends beyond our job function. Learner reads the frame. Click, Next.</div>				

Unit:

Graphics:

Audio:

Video:

Notes:

- Title: Verdana 18pt
- Main body text: Verdana 14pt

Navigational Controls:

Next

Back

Exit

Help

Home

ACFC’s Core Values

At ACFC, during communications with our customers, we demonstrate the following traits:

Click each button below to learn more about ACFC’s core values.

Advocacy

Care for Poor

Compassion

Competence

Dignity

Hospitality

Diversity

Stewardship

Comments: Voiceover reads: Our company was founded on the desire to help those who need it most and that intention is still apparent today. Click each button to reveal the traits and characteristics of our best CSRs at ACFC.

Allow to move to Next upon completion of the activity.

Title: What is the Difference Between Customer Service and Soft Skills?	Section: Module 1		Frame #: 6
Unit:	Graphics:	Audio:	Video:

Notes:

- Title: Verdana 18pt
- Main body text: Verdana 14pt

Navigational Controls:

Next

Back

Exit

Help

Home

What is the Difference Between Hard Skills and Soft Skills?

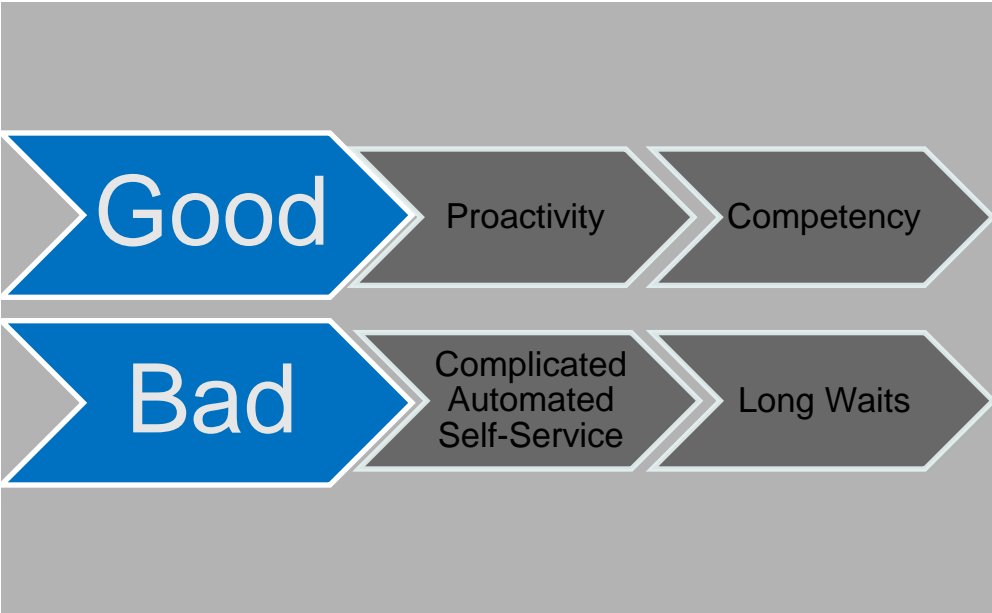
Hard Skills	Soft Skills
Proficient in a language	Excellent Communicator
Degree or Certificate	Flexibility (open to changes)
Administrative Skills (typing/answering phone,)	Leadership (self-control)
Computer skills	Integrity/Teamwork
	Time and Stress Management

Comments: Voiceover reads: Customer Service consist of specific, teachable behaviors required to provide expected and exceptional service to the customer. Learner reads the text on hard skills and Soft skills.


Hard Skills consist of your ability to perform with proficiency in language, typing, and basic computer skills. May require a degree or certificate.


Soft Skills consist of the ability to perform expected behaviors to the customer. Those behaviors show your ability to *communicate, listen*, and be *empathetic* to the customer.

Click, Next.

Title: Good vs. Bad Customer Service		Section: Module 1		Frame #: 7
Unit:		Graphics:	Audio:	Video: Short clip
<div>Notes:</div> <div>•Title: Verdana 18pt</div> <div>•Main body text: Verdana 14pt</div> <div>Navigational Controls:</div> <div>Next</div> <div>Back</div> <div>Exit</div> <div>Help</div> <div>Home</div>		<div>Lillie12Nupes3Bella\$</div> <div>Good vs. Bad Customer Service</div> <div>Watch the video showing an example of a Good vs. Bad Customer Service experience.</div> <div></div>		
<div>Comments: The learner will watch a short video of an example of Good vs. Bad customer service experience.</div> <div>Good customer service is the act of providing and exceeding the customer’s expectation in quality service and trained professional skillset.</div> <div>Bad customer service is the failure to meet the customer’s expectations of quality service that consist of professionalism in behavior and trained experience skillset.</div>				

Title: Knowledge Review		Section: Module 1: End of module 1		Frame #: 8
Unit:		Graphics:	Audio:	Video:
Notes: •Title: Verdana 18pt •Main body text: Verdana 14pt <u>Navigational Controls:</u> Next Back Exit Help Home	<div>Knowledge Review</div> <div>Now that we have covered the difference in a Good vs. Bad customer service experience and the primary role of a CSR, let’s check to see what you have learned.</div> <div>Question 1</div> <div>Question 2</div> <div>Question 3</div>			
	Comments: The learner will answer the three questions. Passing is 80% before allowed to move forward. Allow 1 retake. Question 1: Which one of these skills is not a hard skill? Proficient in math. Question 2: Which one of these skills is not a soft skill? Sternness Question 3. True /False. Judgement is one of the characteristic traits that ACFC values.			

Title: Module 2: The Contact Center		Section: Module 2		Frame #: 9
Unit:		Graphics:	Audio:	Video:
<div>Notes:</div> <div>•Title: Verdana 18pt</div> <div>•Main body text: Verdana 14pt</div> <div>Navigational Controls:</div> <div>Next</div> <div>Back</div> <div>Exit</div> <div>Help</div> <div>Home</div>		<div>Objectives:</div> <div>Upon completion of module 2, the CSR will be able to:</div> <div><div>• Explain the difference between a Call Center and a Contact Center</div><div>• List the types of Contact Centers</div><div>• Identify a ACFC customer</div></div> <div></div>		
<div>Comments:</div> <div>The learner will read the Objectives. Click, Next.</div>				


Title: Call Centers vs. Contact Centers		Section: Module 2		Frame #: 10
Unit:		Graphics:	Audio:	Video:
<div>Notes:</div> <div>•Title: Verdana 18pt</div> <div>•Main body text: Verdana 14pt</div> <div>Navigational Controls:</div> <div>Next</div> <div>Back</div> <div>Exit</div> <div>Help</div> <div>Home</div>		<div>Call Centers vs. Contact Centers</div> <div></div>		
<div>Comments:</div>				

Title: Types of Contact Centers		Section: Module 2:		Frame #:11
Unit:		Graphics:	Audio:	Video:
Notes: •Title: Verdana 18pt •Main body text: Verdana 14pt <u>Navigational Controls:</u> Next Back Exit Help Home	<div>Types of Contact Centers</div> <div> There are three types of contact center communications used to improve customer service performance: <div> <ul style="list-style-type: none"> Inbound Outbound Virtual </div> </div>			
	Comments: The learner will click and read the three types of contact centers.			

Title: Contact Center Technologies		Section: Module 2:		Frame #: 12
Unit:		Graphics:	Audio:	Video:
Notes: •Title: Verdana 18pt •Main body text: Verdana 14pt <u>Navigational Controls:</u> Next Back Exit Help Home	<h2>Contact Centers Technologies</h2> <p>Here is a list of technologies used to maintain and provide efficient communications with our customers:</p> <div><ul style="list-style-type: none">• Automatic Call Distributor (ACD) system• Email Response Management (ERM) system• Interactive Voice Response (IVR) system• Knowledge Management system• TTY/TDD Communications• Workforce Management system</div>			
	<p>Comments: Voice over reads: The use of these technologies enable ACFC to provide the best possible customer service to its deserving customers. Combining these technologies allows our mission and vision statements to remain effective while providing efficient contact with our customers.</p>			

Title: Internal and External Customers		Section: Module 2		Frame #: 13
Unit:		Graphics:	Audio:	Video:
<div>Notes:</div> <div>•Title: Verdana 18pt</div> <div>•Main body text: Verdana 14pt</div> <div>Navigation Controls:</div> <div>Next</div> <div>Back</div> <div>Exit</div> <div>Help</div> <div>Home</div>		<div>Internal and External Customers</div> <div><div>Internal Customer Services Departments are:</div><div>Rapid Response Outreach Provider Full Service Third Party Liability (TPL) Compliance</div></div>		
<div>Comments: Layout of Internal Customers Departments/ External Customers Members</div> <div>List the Members/Departments</div> <div>Drag and Drop Activity</div>				

Title: Knowledge Check		Section: Module 2: End of module 2		Frame #: 14
Unit:		Graphics:	Audio:	Video:
<div>Notes:</div> <div>•Title: Verdana 18pt</div> <div>•Main body text: Verdana 14pt</div> <div>Navigational Controls:</div> <div>Next</div> <div>Back</div> <div>Exit</div> <div>Help</div> <div>Home</div>	<div>Knowledge Review</div> <div>Now that we have covered the list of ACFC’s Contact Center Technologies and the difference between Internal and External Customers, Let’s check what you have learned.</div> <div>Question 1</div> <div>Question 2</div> <div>Question 3</div>			
	<div>Comments:</div> <div>Question 1:</div> <div>Question 2:</div> <div>Question 3:</div>			

Title: Module 3: Customer Service 101		Section: Module 3		Frame #: 15
Unit:		Graphics:	Audio:	Video:
Notes: •Title: Verdana 18pt •Main body text: Verdana 14pt <u>Navigational Controls:</u> Next Back Exit Help Home	Objectives: Upon completion of module 3, the CSR will be able to: <ul style="list-style-type: none">• Summarize the elements of effective customer service• Identify barriers that block effective customer service• Apply skills and behaviors required to deliver effective customer service			
				
Comments:				

Notes:

- Title: Verdana 18pt
- Main body text: Verdana 14pt

Navigation Controls:

Next

Back

Exit

Help

Home

What are the Effective Qualities of a CSR?

Main body text

Multimedia/graphics placeholder

Notes:

- Title: Verdana 18pt
- Main body text: Verdana 14pt

Navigational Controls:

Next

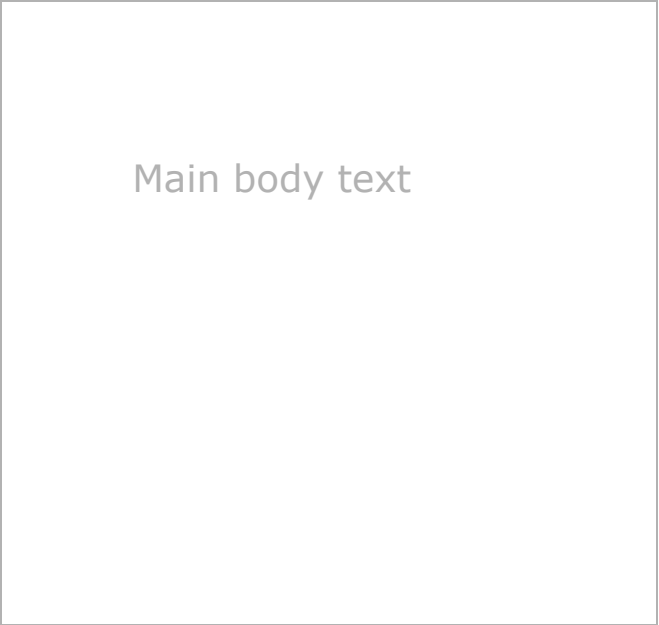
Back

Exit

Help

Home

Barriers That Block Effective Customer Service



Comments: Voice over reads: Customer Service impacts our company’s reputation. Sometimes barriers get in the way of helping the customer. Let’s learn what can prevent you from effectively providing good customer service.

Next slide to reveal an activity to identify those barriers.

Title: Barriers that Block Effective Customer Service cont'd		Section: Module 3		Frame #: 18
Unit:		Graphics:	Audio:	Video:
<div>Notes:</div> <div>•Title: Verdana 18pt</div> <div>•Main body text: Verdana 14pt</div> <div>Navigation Controls:</div> <div>Next</div> <div>Back</div> <div>Exit</div> <div>Help</div> <div>Home</div>		<div>Barriers That Block Effective Customer Service Matching Activity</div> <div><div>Main body text</div><div>Multimedia/graphics placeholder</div></div>		

Title: Effective Customer Service		Section: Module 3		Frame #: 19
Unit:		Graphics:	Audio:	Video:
Notes: •Title: Verdana 18pt •Main body text: Verdana 14pt <u>Navigational Controls:</u> Next Back Exit Help Home	<h1>What makes an Effective CSR?</h1> <div> <div>Main body text</div> <div>Multimedia/graphics placeholder</div> </div>			
	Comments: The Learner will read the list.			

Title: Knowledge Check		Section: Module 3: End of module 3		Frame #: 20
Unit:		Graphics:	Audio:	Video:
<div>Notes:</div> <div>•Title: Verdana 18pt</div> <div>•Main body text: Verdana 14pt</div> <div>Navigational Controls:</div> <div>Next</div> <div>Back</div> <div>Exit</div> <div>Help</div> <div>Home</div>		<div>Knowledge Review</div> <div>Now that we have covered the elements of effective customer service and those barriers that can prevent good customer service, let’s check what you have learned.</div> <div>Question 1</div> <div>Question 2</div> <div>Question 3</div>		
<div>Comments:</div> <div>Question 1:</div> <div>Question 2:</div> <div>Question 3:</div>				