

Topics

Welcome

Activity 1

Introduction

Activity 2

Channels

Activity 3

Touchpoint & Moments of Truth

Customer's Expectation

Video

Activity 4

Customer's Expectation (cont'd)

Activity 5

Learning Points

End

Menu

Present Yourself & Your Organisation Well With Voice Call Phone Etiquette

Unit 1

Phone Conversations Impact Customer Experience

What will be covered:

- + Channels
- + Touchpoints
- + Moments of Truth
- + Customer's Expectations

Other E-learning Units

- > View Synopsis Unit 2: Phone Conversations Go Wrong
- > View Synopsis Unit 3: Phone Etiquette
- > View Synopsis Unit 4: Phone Etiquette For Different Scenarios



Play/Pause

Seekbar (drag to forward or rewind)

Refresh

Volume

Previous & Next
buttons

Captions

