GLOSSARY

Customer Service: Problem-Solving and Troubleshooting

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Use these terms and definitions below to understand concepts taught in the course.

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Term	Definition
diagnose	Determine the nature of the issue by asking questions and listening
disarm	Help calm the customer down by empathizing and recognizing his or her frustrations
invalid complaint	A customer complaint that is unreasonable or an attempt to get something for free
prescribe	Offer a solution or solutions that will help solve the customer's problem
valid complaint	A customer complaint that is based on a real issue or concern