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Be an Excellent Technical Support Executive for Life!

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How many times have you called up a technical support executive to restore a problem in your computer? Were you satisfied with the service? The answer need not be positive always. There might have been times when our calls would not have been attended at the right time. This can be frustrating. We have to spend hours on the phone to talk to a customer service executive and when finally someone is on the line, the problem might not be solved at the very first instance. Some of us take it in the light sense while some become irate. So what is the role of a good technical support executive?

It has to be understood that the customer is not actually irate at the executive. They are just upset at the situation. Here are a few things technical support executives can keep in mind while on the phone. To begin with, a thorough knowledge of the product is extremely important. Unless you know something about what you are going to do, it is of no use trying to help. Even though you might have all the intentions to solve an issue, you need to know what you are dealing with. Customers call because they have a problem and it is the role of every technician to make their experience a good one that is worth remembering.

There might be instances when the customer comes up with the same type of question repeatedly. During such times, it is better to remain patient. You never know. It might be an indication of an issue that probably requires a different approach. Try to be empathizing and calm. It is not very uncommon to receive calls from a single person regarding an issue over and over again. Itâ€™s time to rethink and offer a new solution. There is a lot of difference between empathy and sympathy. Empathizing means putting yourself into the shoes of the other person and creating a win-win situation. However sympathizing doesnâ€™t solve the purpose.

Greet the customer warmly and spend ample time listening to what he says. That will give them a sense of satisfaction that you understand their issue. Breaking them in between is considered extremely rude and it doesnâ€™t help. Listening doesnâ€™t mean that you remain silent while they talk. There are two types of listening namely active listening and passive listening. Active listening involves saying a few words that assures them that you are truly listening to their problem. Unless you say one or two words, they might be under the impression that you are actually not on the line. There are a few customers who ask, â€œAre you there?â€• in the middle of the conversation thinking that you are gone.

The choice of your words is extremely important. Remain calm and composed even if they lose their temper and become frustrated. All they need is someone to listen to them and offer some gentle solutions. It can make their day and also give you immense sense of satisfaction as well. It is a hard fact of life that not every problem can be solved. As a technician, you might have to attend hundreds of calls but to them, itâ€™s their only chance to resolve an issue. So treat every single call as a special call. Each call is important and so is each customer.

There might be situations when a customer is illiterate and does not understand the technical aspects. Never lie to such people. People deserve to be treated fairly no matter they are ignorant or educated. There is a saying that goes, â€œPromise little but do much.â€• Never give them false hopes. Always be realistic about the time frame within which the issue will be solved. The problem could be anything such as computer privacy software issue. Just make sure that you remain honest at all times. Love your job and enjoy what you do. The rest will fall in place!

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Robin Mackenzie is a freelance author and an active blogger who has a passion for customer service. She loves to write on such topics. She has spent a great deal of her time installing programs such as a computer privacy software with the aid of good technical support.

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