

Customer Service

SHARPEN YOUR TEAM'S COMMUNICATION SKILLS TO DELIVER THE BEST CUSTOMER EXPERIENCE

Creating a positive customer experience relies heavily on your team's ability to communicate effectively. And when it comes to interpersonal skills, communication, practice, and feedback are the keys to success. Fluency Speak's video-based practice platform provides an easy, convenient, and effective way to practice and master communication skills anytime, anywhere, on any device.



CHALLENGE: NAVIGATING THE UNEXPECTED

People – in this case, customers – can be unpredictable. Formal or one-time training may preempt scenarios that employees will encounter, but it can't provide solutions for the specific, unexpected situations that will inevitably arise, including irate customers. Employees may feel prepared initially after undergoing training, but that's only until they experience a customer interaction they never anticipated or were trained for.

FLUENCY SPEAK SOLUTION

Be response-ready through a video platform that allows you to reach your employees, and your employees to reach you, from any location. Provide employees with an immediate way to practice their communication skills, followed by coaching and support from their peers and managers so they can continue to gain confidence and strengthen their ability to handle even the most challenging customer situations. Don't leave your team hanging – ensure they're ready for these unexpected customer challenges with quick-to-deploy learning.

★ FLUENCY SPEAK BENEFITS

- Provide a convenient, simple, video-based platform where employees can practice communication and receive feedback.
- Increase your response readiness with a video platform that allows two-way communication between employees and managers, anywhere in the world.
- Assign video roleplay scenarios that enable employees to review their own performance and receive coaching.

Platform Features Used



Assignments



Leaderboard



Coaching



Channels



Hot Seat (testing)