

CUSTOMER SERVICE TRAINING

Live Chat Customer Service

Live chat training for frontline teams: a clear, four-step structure for fast, friendly chat conversations that solve problems first time and protect your brand in writing.

\$747

per person, ex GST

**PUBLIC OR
PRIVATE****DURATION****2 x 4 hours****DELIVERY****Live online via Zoom (public or private)****PRICE****\$747 per person, ex GST****OPTIONS****Public course ticket or private team training****CERTIFICATE****For everyone who completes****RATING****5.0/5 from verified reviews**

What you'll be able to do

Know what customers expect

What really drives satisfaction with live chat, and how to deliver it.

Use pre-scripted text well

When canned responses help, and when they make things worse.

Present the right solution

Problem-solving, product and service, and order-taking conversations.

Respond at the right pace

Why response times matter, and how to keep chats moving.

Follow a clear structure

A four-step process that keeps every chat on track.

Lift satisfaction

Clear, human chats that customers rate highly and rarely repeat.

What's covered

- 1 Expectations and Customer Access** · How organisations use live chat, and what customers really want from it.
- 2 Hygiene Factors for Live Chat** · The basics customers expect, and how to keep them in top shape.
- 3 The Four-Step Chat Process** · Where most of the time goes: a clear structure for great conversations.

Led by Daniel Ord, who has trained 50,000+ people in 40+ countries. A clear four-step structure for fast, friendly chat conversations that solve problems first time.

What's included

- ✓ 2 × 4 hours of live training, two live sessions on separate days
- ✓ Demonstrations, discussion and practical exercises
- ✓ Certificate for everyone who completes
- ✓ Public course tickets, or a private course for your team

Prices are per person in AUD, excluding GST. See the course page for the latest dates and prices.

Pricing and options

- ✓ Save 15% when you book 3 or more tickets in one transaction
- ✓ ACXPA members save 25% on live public courses
- ✓ Pay by card or request an invoice at checkout
- ✓ Private training for your team (minimum 5 participants) is priced after a quick chat

Your trainer



Daniel Ord

50,000+ people trained in 40+ countries.
Certified Customer Experience Professional (CCXP), ICMI Certified Associate and Net Promoter Certified.

Who it's for

Contact centre agents, customer service teams, sales and support, marketing and social, outsourcers (BPOs), and small businesses.

Why CX Skills

- ✓ Led by a globally recognised customer service expert
- ✓ Practical frameworks, not scripts
- ✓ Official training partner of ACXPA
- ✓ Rated 4.9/5 by participants across our courses
- ✓ Trusted by 400+ organisations

What participants say

"Daniel has made this course very enjoyable. He is easy to understand and has loads of examples to help us!"

Maryann Smith

Customer Service Officer, City of Casey

Next steps

See upcoming dates and book online by card or invoice (15% off 3 or more tickets), or talk to us about private training for your team on dates that suit you.

cxskills.com.au/live-chat-course-for-customer-service · +61 3 9008 7287 · hello@cxskills.com.au



Scan for dates