

CUSTOMER SERVICE TRAINING · ACXPA CERTIFIED

Technical Support Customer Service PRO

Our most complete support training, for help desk and technical support teams who want to master complex interactions across phone, email and live chat.

\$645per person, ex GST
(guide)

PRIVATE ONLY

DURATION**3 × 3 hours (or a full day onsite)****DELIVERY****Live online (Zoom or Teams) or onsite****PRICE****Priced for your team, based on \$645 per person, ex GST****OPTIONS****Private team training only****CERTIFICATE****For everyone who completes****RATING****4.9/5 across our courses**

What your team will be able to do

Know what users expect

What makes a poor, average or superior support experience.

Find the root cause

Three discovery techniques, practised until they stick.

Close well

A structured close that leaves a lasting impression.

Engage with confidence

Empathy, ownership and intent that build trust.

Explain clearly

Technical instructions that maximise first contact resolution.

De-escalate

The science of emotions and a two-step method.

What's covered

SESSION 1

- 1 The Psychology of Customer Service & Support** · What customers expect when they seek technical support.
- 2 How to Engage** · Empathy, ownership and intent from the first words.

SESSION 2

- 3 Needs Discovery** · Three discovery techniques to confirm the root cause.
- 4 How to Educate** · Technical, product and process information, made clear.

SESSION 3

- 5 How to Close** · A structured close with final checks and a warm farewell.
- 6 Handling Difficult Customers** · The science of emotions, and a two-step method to calm them.
- 7 End-to-End Simulations** · Extensive role plays of every new support skill.

Tailored to your systems, users and tickets. For leaders, PRO creates a shared standard for support conversations that makes coaching, onboarding and consistency easier long after the training.



How it compares

COURSE	LENGTH	PRICE EX GST	AVAILABILITY	BEST FOR
Essentials	1 × 3-hour session live online or onsite	\$315	Public or private	new starters, or a fast refresh for experienced staff
Foundations	2 × 3-hour sessions or a half day onsite	\$485	Public or private	anyone who wants skills to stick through practice
PRO (this course)	3 × 3-hour sessions or a full day onsite	\$645	Private only	teams who want to master support calls

All three courses are ACXPA certified and teach the same proven approach. Prices are per person in AUD, excluding GST. See the course page for the latest dates and prices.

Pricing and options

- ✓ Priced for your team, based on \$645 per person ex GST
- ✓ Discounts for larger teams and ACXPA members
- ✓ Onsite delivery may include trainer travel
- ✓ Only one or two people? Book public Essentials or Foundations

Your trainer



Simon Blair

30+ years in training and consulting, 50,000+ customer interactions assessed, and rated 4.9/5 from 140+ verified reviews.

Who it's for

IT support and service desks, help desk teams, contact centre agents, saaS and software support, telco and ISP support, and in-house tech admins.

Want a lower-cost option, or resources to improve service all year?



ACXPA membership

Built for anyone who supports customers or colleagues on a help desk.



Scan to see membership

- ✓ 25% off every CX Skills live public course
- ✓ Self-paced courses on communication skills, difficult customers and clear emails
- ✓ The Agent Performance Matrix plots each person on quality versus productivity
- ✓ Live expert access every fortnight

Individual \$197 a year • Business from \$497 for a team of five (ex GST) · acxpa.com.au/membership

Self-paced online training

Our lowest-cost option. Use it instead of live training, or alongside it to cover more topics, in short lessons that fit around shifts.



Scan to explore

- ✓ From \$9.15 per person a month
- ✓ 400+ lessons: customer service, leadership, conflict, AI and more
- ✓ Manager dashboards and custom pathways
- ✓ Certificates for every course

cxskills.com.au/self-paced-online-training

Next steps

Book a call from the course page, or call +61 3 9008 7287, and we'll work out the best format and dates for your team.

cxskills.com.au/tech-pro · +61 3 9008 7287 · hello@cxskills.com.au



Scan to talk to us



ACXPA certified course

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