














TAACTIC

Technical support for the digital skills

IO5- Educational resources for training in digital occupations



	Resource n°	70
	Partner	Fundacion Esplai
	Occupation	Technical and Commercial support (Call center, Helpdesk....)
	Title of the resource	Writing Customer Service Emails
	Visual overview	
	Type of resource	Training courses, Course material
	Links with IO4 recommendations	This e-learning training course is based on real practice in the sector, it includes technical and transversal skills, troubleshooting contents, common problem-solving methodologies and customer service.
	Innovation-Key points	MOOC format, practical contents and activities oriented towards end user and real situations in ICT support and customer attention. Learn how to communicate effectively with customers and practice your problem-solving skills.
	General Description	You can write to customers—via email—with consistency and professionalism, but you don't need to sound robotic to be efficient. Writing instructor Leslie O'Flahavan has real customer service emails she shares with you in this course, so you can see how to communicate with clarity and sincerity to help customers feel heard and ensure your responses provide the help they need. Leslie shares techniques customer service agents can apply that help build strong practices in a contact center and improve customer relations.
	Format	MOOC
	Tools and methods	Practical methodology with knowledge tests, videos, reading contents, forums discussion.

	Targeted audiences/ Targets	Anyone interested on make a career on ICT technical and customer support
	Source/URL	https://www.linkedin.com/learning/writing-customer-service-emails
	Language(s) available	English
	Sitography and/or bibliography	https://www.linkedin.com/learning/paths/become-a-customer-support-specialist
	Prerequisite/ Material needed	
	Additional information	