



Question:

What's your advice for dealing with intrusive customers? For example, those customers who interrupt you to chat or want additional service.

Answer:

The following are strategies for dealing with different types of challenging customers:

The Talker

Although these customers are friendly, they are extremely distracting. They enjoy talking and want to give you their opinion about everything. These customers are also the first to complain about their own support center experiences.

Strategy:

1. Ask closed-ended questions.
2. Use volume and voice inflection.
3. Say the customer's name.
4. Display confidence.
5. Remind customers of their own objectives and timeframe for completing the call.

The Sniper

When frustrated, these customers will let you know everything that's ever gone wrong with their systems or with their organizations.

Strategy:

1. Demonstrate empathy.
2. Get the customer involved in the troubleshooting process.
3. Use mirroring to create rapport.
4. Remain objective.
5. Display confidence.
6. Be helpful.
7. Get a manager involved when appropriate.

The Yeller

These customers will attempt to intimidate a support professional by using loud commands, name-dropping, and rank (position) to get a problem resolved immediately.

Strategy:

1. Display confidence.
2. Focus on the business impact of the problem.
3. Demonstrate empathy.
4. Recommend creative solutions.
5. Remain objective.
6. Involve these customers in the decision-making process.

The Meek and Mild

These two words describe the majority of customers who contact a support center. Always demonstrate respect and a service attitude. Create a sense of dignity on this customer's behalf.

Strategy:

1. Use mirroring to create rapport.
2. Practice active listening.
3. Ask open-ended questions.
4. Focus on the business impact of the problem.
5. Use word pictures to train the customer.
6. Let this customer know about all of the services your support organization provides.