

SOFT SKILLS MODULES

Email Etiquette

Close and Follow Up:
Email Etiquette

ServiceSource NHT

Start

GLOBAL LEARNING

SERVICE SOURCE™

© 2019 ServiceSource International, Inc. All rights reserved.

Guidelines for Client and Sales Representative

SERVICE SOURCE™

Guidelines for Client and Sales Representative
During an Online Interaction

Our client is our customer

Do not treat them as your peer but as your valued customer.
Your interaction greatly affects future business (+/-).

Be respectful and polite

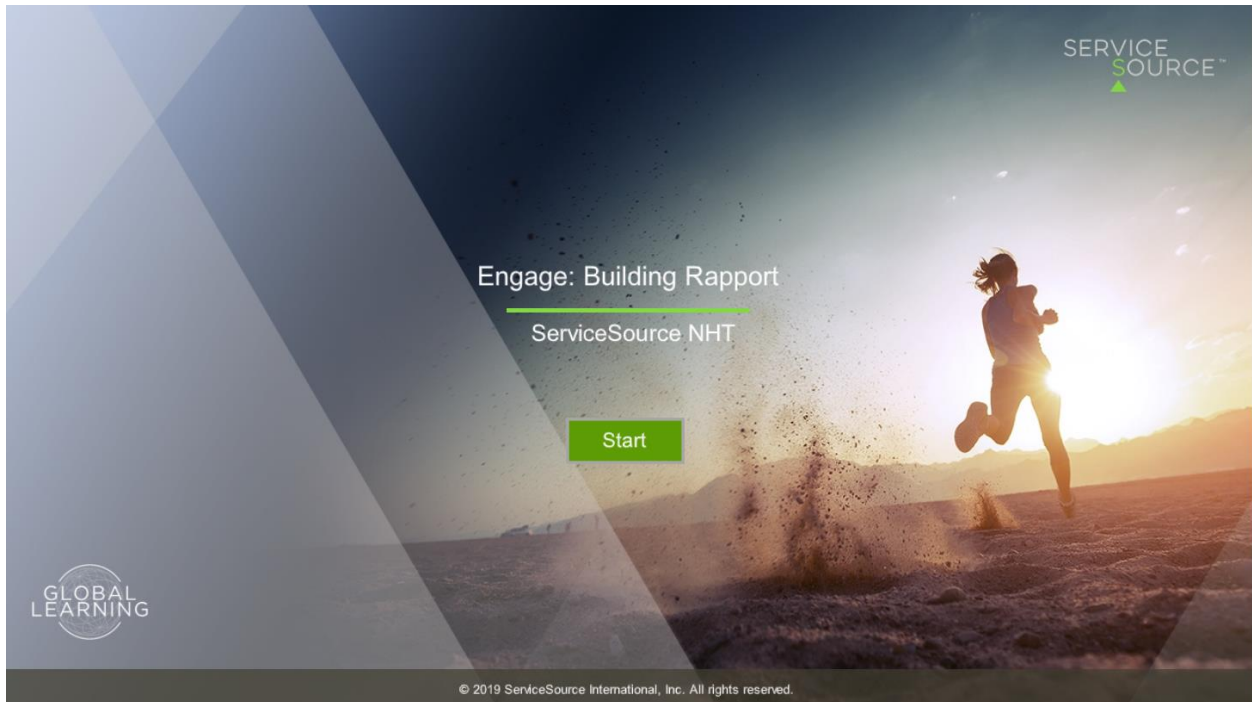
Stay level headed

Be responsive & think ahead

GLOBAL LEARNING

© 2019 ServiceSource International, Inc. All rights reserved.

Building Rapport



SERVICE SOURCE™

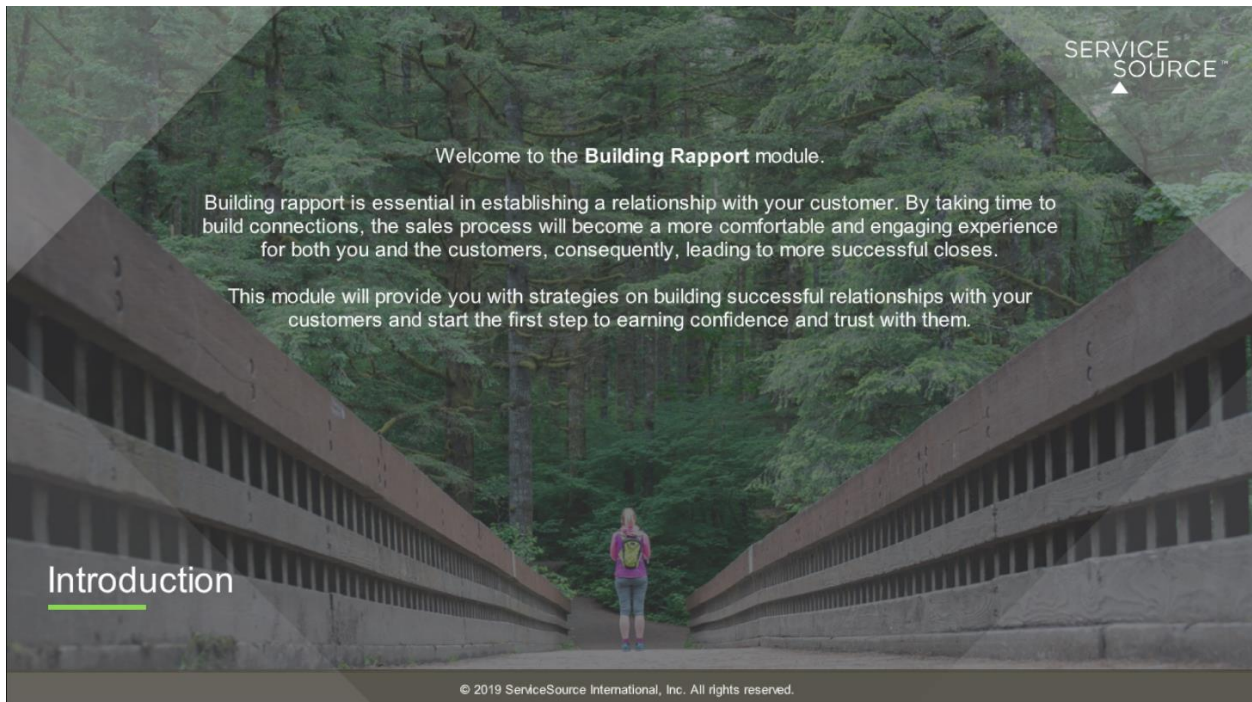
Engage: Building Rapport

ServiceSource NHT

Start

GLOBAL LEARNING

© 2019 ServiceSource International, Inc. All rights reserved.



SERVICE SOURCE™

Welcome to the **Building Rapport** module.

Building rapport is essential in establishing a relationship with your customer. By taking time to build connections, the sales process will become a more comfortable and engaging experience for both you and the customers, consequently, leading to more successful closes.

This module will provide you with strategies on building successful relationships with your customers and start the first step to earning confidence and trust with them.

Introduction

© 2019 ServiceSource International, Inc. All rights reserved.

Common Rapport Builders

SERVICE
SOURCE™
▲

Instructions

Small Talk

Thank you for your business...

Sharing / Storytelling

*Wow! It's cold there today.
Are your customers braving the
cold to come in to your business?*

Gratitude

*Hey! You're a Grizzly fan too,
right? What about the
rest of your team?*

Commonality

*Last week, I had another customer
with a similar situation...*

BRAND / CLIENT SPECIFIC

Cisco Module

Peer Support Program

Cisco Roles



Cisco Systems Sites

SERVICE SOURCE

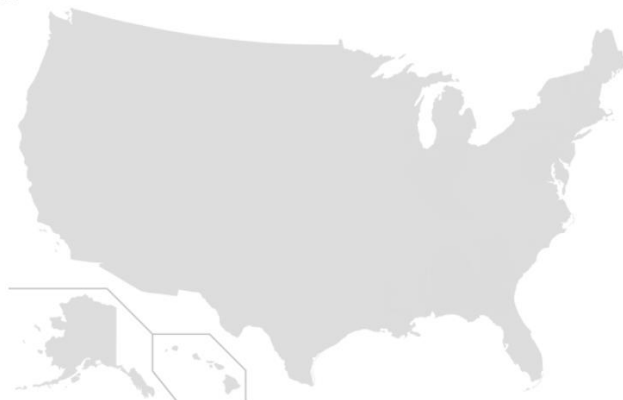
Here are the Cisco Systems Sites located across the United States:

Hover over each Cisco Systems Site to learn more.

Cisco Systems Inc. Headquarters

Cisco Systems Inc. Campus

ServiceSource International





Elekta Care™ Features and Benefits

Elekta Care encompasses service and support, education and training, and consultative services. Here are the features and benefits of Elekta Care™:

Click each tab to learn more.

 <p>START-UP SERVICES</p>	 <p>SYSTEM AVAILABILITY</p>	 <p>OPTIMIZED USE</p>	 <p>UPGRADE SOLUTIONS</p>
--	--	--	--

Dell Module

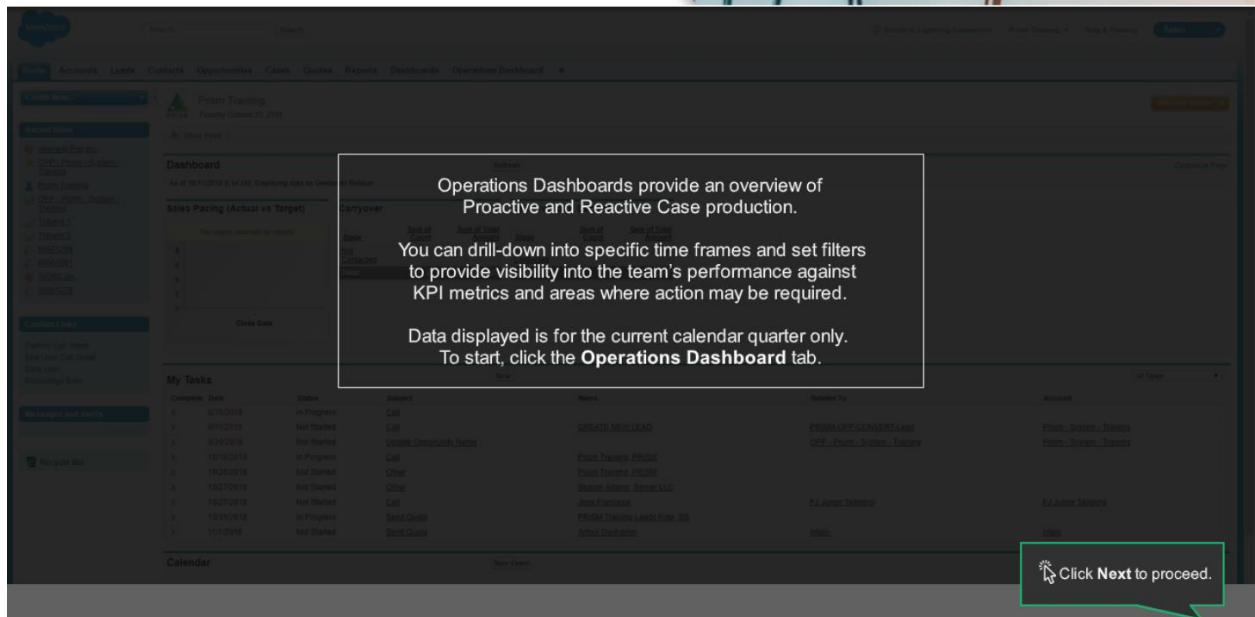


Operations Dashboard
NextGen Core Functionalities Training

START

Update available
An update is available for this content.
Options

Operations Dashboard Overview



Operations Dashboards provide an overview of Proactive and Reactive Case production.

You can drill-down into specific time frames and set filters to provide visibility into the team's performance against KPI metrics and areas where action may be required.

Data displayed is for the current calendar quarter only. To start, click the **Operations Dashboard** tab.

Click Next to proceed.



SERVICE SOURCE™

GLOBAL LEARNING


Cancellations: Part 1

Symantec Operations New Hire Training

START

© 2019 ServiceSource International, Inc. All rights reserved.

◆◆ Cancellations



To maintain accuracy, currently, we need to close off our SFDC opportunity to reflect non-renewal and change the status of the non-renewing asset in Oracle to Not Renewing. Although, there are future changes in progress to:

Hover each number to learn more.

- 1
- 2
- 3

These changes will support the effort to understand why we are losing and reduce manual efforts in maintaining clean databases.

© 2019 ServiceSource International, Inc. All rights reserved.