

The Skill Enhancement Training Session

Video #2: Top Line Revenue

1: Example Case Study without CSR Training or Tracking:

- Call Booking Percentage 50%
- True Average Ticket \$750
- Calls Ran 1,334
- Revenue for Company \$1,000,000

2: Case Study Example with CSR Training and Tracking:

- Call Booking Percentage 90%
- True Average Ticket \$750
- Calls Ran 2400
- Revenue for Company \$1,800,000

3: Work your Company Numbers Below:

Current Call Booking %: _____

Goal Call Booking %: _____

True Average Ticket: _____

Current Calls Ran: _____

Goal Calls Ran: (based on goal call booking %) _____

Current Revenue: (average ticket times calls ran) _____

Possible Revenue: (average ticket times goal calls ran) _____

Lost Revenue from un-booked calls: _____

4: How would the additional revenue help you achieve your company goals?



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WHAT IS PRESS PLAY FOR CSRs?

PRESS PLAY for CSRs is a training program designed to help transform your CSRs from call takers to customer service professionals. This principle-based program is designed to be effective in our 2-day classroom program in Austin, as well as in an ongoing coaching and accountability format. The CSRs are taught how to overcome objections, increase satisfaction, and close more calls.

WHO IS THE CSR SERIES FOR?

PRESS PLAY for CSRs is for any CSR, manager, or dispatcher. It is designed to help transform your team into professional CSRs. It provides the knowledge, practice, and skill to increase call closing percentages, and increase client satisfaction.

WHAT DOES THE CSR PROGRAM COVER?

The PRESS PLAY program is a principle-based program covering the following topics:

- Preparing for the Call
- Relationship Building and DISC Profiles
- Evaluation through Questions
- Settling Anxieties
- Scheduling Service and Dispatching
- Planting Seeds
- Logging Accurate Data
- Adding Additional Value
- Your Future: Our Exclusive Season Leveling Program.

ADDITIONAL BENEFITS FROM OUR ONGOING CSR TRAINING?

- Increase Call Closing Percentage
- Decrease Turn Over
- Establish Key Results Areas
- Help with Call Monitoring
- Increase Client Satisfaction
- Develop Accountability Measures

YOUR COACH

Brandy Rogers has been both a CSR and a Dispatcher. She understands the challenges that your team faces. She works with companies all over the United States to improve processes, increase call closing percentages, and increase the CSRs awareness of their role.

TAKE ACTION NOW FOR SPECIAL SAVINGS

Call Brandy today at 512-333-4133

Regular Class Price: \$1,827. **Your Class Price is only: \$1,553.** I am offering a savings of **\$274** if you mention this video series when you book your seat.



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