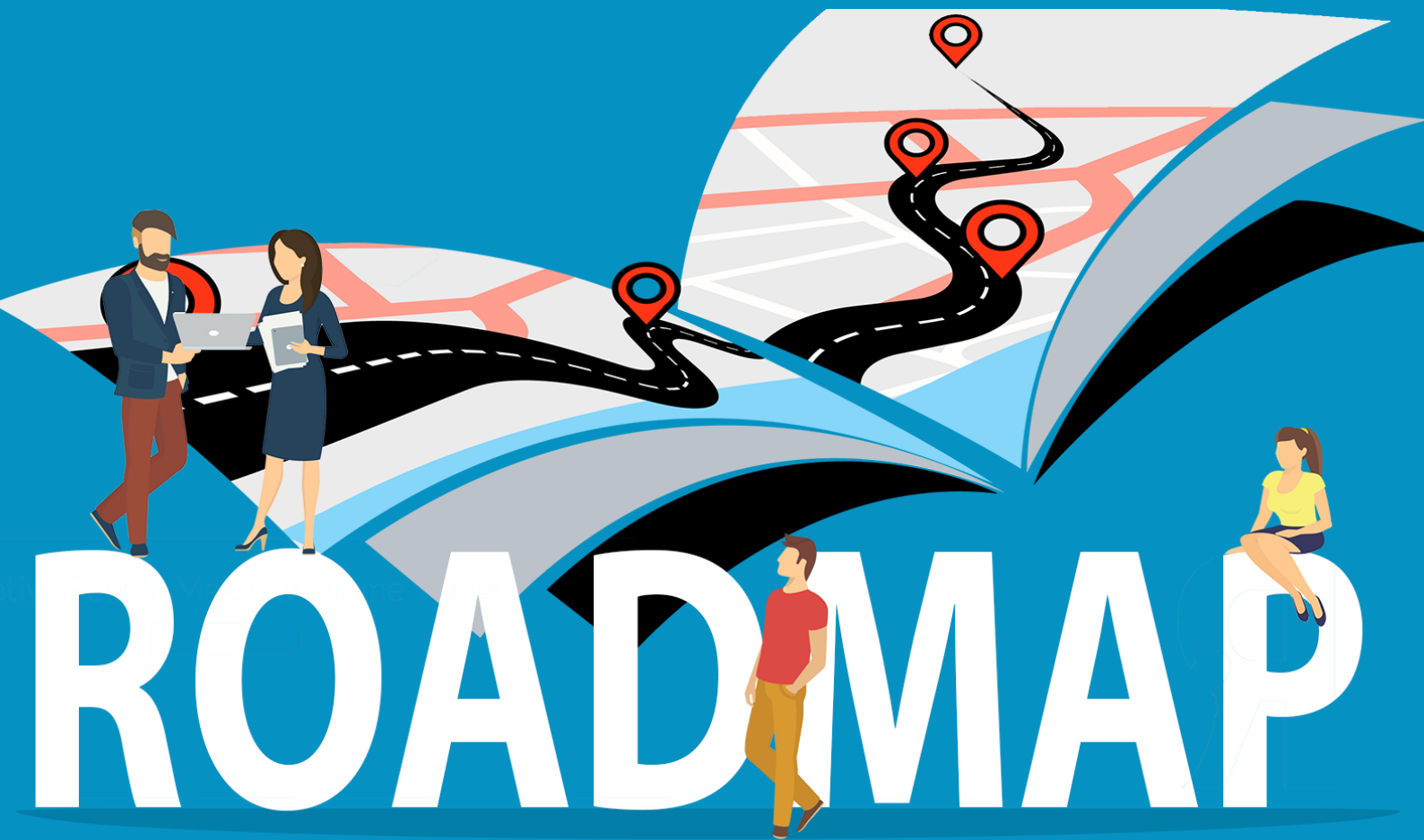




ROADMAP

Digital Customer Service

ONLINE COURSE

Training itinerary

Path composed by:

- Strategy
- Support
- Culture

Coach:

Paolo Fabrizio

Strategy

- How to choose support channels to be integrated
- 5 steps to your Digital Customer Service Roadmap
- Check-list / self-assessment test

Support

- Assistance to manage complex conversations with customers.

Culture

- Ebook: Digital Customer Service Personas@

Road Map – Digital Customer Service

What are the main steps for an effective Digital Customer Service plan?

To answer this frequently asked question I created Road Map. This course enables you to introduce Digital Customer Service in your organization in a scalable way.

Having working alongside companies in various industries, I have understood how essential it is to have a strategic vision (what to do and when to do it) and at the same time move forward gradually, consolidating the results obtained.

In fact, in addition to integrating digital channels into customer service, a new business vision is being introduced, which goes far beyond the traditional boundaries of customer service.

Therefore in the road map you will find a training part with audio / video courses to develop the stages of your path. In addition, I will assist you to manage complex digital conversations with your customers (support).

Finally you can use my ebook to build up synergies with other departments, thus strengthening overall customer service culture.



Choose your plan

	<i>BASIC</i>	<i>MEDIUM</i>	<i>CORPORATE</i>	<i>PLATINUM</i>
	€ 520 ^{,00}	€ 936 ^{,00}	€ 1.352 ^{,00}	€ 3.120 ^{,00}
Strategy	• How to choose channels to be integrated (audio + slides) • 5 steps for your Digital Customer Service roadmap (audio + slides). • Check-list	• How to choose channels to be integrated (audio + slides) • 5 steps for your Digital Customer Service roadmap (audio + slides). • Check-list	• How to choose channels to be integrated (audio + slides) • 5 steps for your Digital Customer Service roadmap (audio + slides). • Check-list • Feedback call (30 mins)	• How to choose channels to be integrated (audio + slides) • 5 steps for your Digital Customer Service roadmap (audio + slides). • Check-list • Feedback call (1 hour)
Support	• Live assistance to handle complex conversations with your customers (30 mins)	• Live assistance to handle complex conversations with your customers (1 hours)	• Live assistance to handle complex conversations with your customers (2 hours)	• Live assistance to handle complex conversations with your customers (2 hours) • Training in virtual room (4 hours)
Culture	• Ebook: Digital Customer Service Personas@	• Ebook: Digital Customer Service Personas@	• Ebook: Digital Customer Service Personas@	• Ebook: Digital Customer Service Personas@

All activities will be carried out on a e-learning platform, via email and also video call (only for 'Platinum' plan). All above amounts include taxes. Here you can read [terms & conditions](#).

FAQ

1. Where can I buy road map 'Digital Customer Service'?

On this page by filling out the booking form.

2. How can I pay?

Bank transfer (upon booking a course you'll receive full bank details to make payment).

3. Can I pay monthly?

No, in one solution with upfront payment.

4. How do I get to content course (e.g. slides, check-lists, etc.)?

Upon receipt of your payment I'll be sending over to you the credential to get to the e-learning platform.

5. How can I get your assistance during the 'support' phase of this course?

Easy: purchasing a Basic, Medium or Corporate plan you'll get my email, zoom, phone contacts.

6. Can I change plan (e.g. from 'Medium' to 'Corporate')?

Yes you can, but only if you ask for it before making the payment.

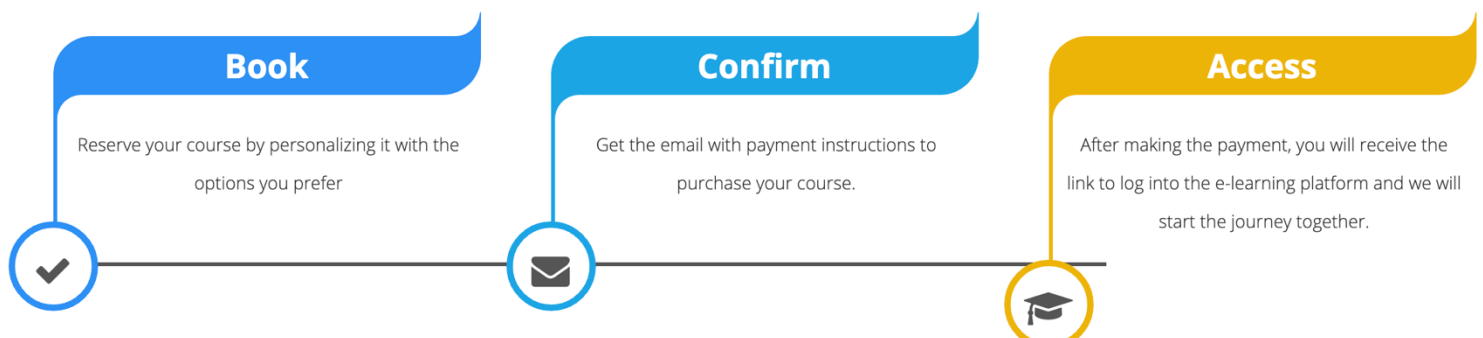
7. 'Platinum' plan includes a half day in virtual room: what's in it?

It's a gem: I prepare and deploy a course customized on your favorite customer service topic.

8. How long does RoadMap last?

You get to all contents (audio / video) on the platform after payment. Then you have 12 months to use the 'support' phase with me (see question n° 5).

How it works



Benefits



STRATEGY

Develop essential steps for an effective Digital Customer Service program.



SUPPORT

I assist you to manage the most complex conversations with your customers.



CULTURE

Share my ebook and spread customer service culture thru your organization.

Your coach



Paolo Fabrizio

Digital Customer Service Consultant, Trainer, Author, Speaker.

In the 90s he took part in the startup of the first online insurance company in Italy, following the customer's entire life cycle. Since 2013 as a consultant and trainer he has helped companies to exploit digital customer service as a business lever. Founder of CustomerServiceCulture.com, he is the author of thematic books at thematic conferences in Italy and abroad and lecturer at the Bicocca University of Milan.

He has collaborated with

