



7 BRILLIANT CUSTOMER SERVICE TRAINING GAMES



1

**Customer Role
Play Game**



2

Dumb Charade



3

**Improv Game Where
You Only Say Yes**



4

Chinese Whisper



5

Icebreaker



6

**Put Yourself in the
Customer's Shoes
Exercise**



7

**Crisis
Communication
Exercise**

Fun Customer Service Games

K Morrison



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web for interface and dialogue designs one additional subsection is included a section outlining the dialogue sequence the ways a user can move from one display to

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web of the system interface that the caller will encounter to guide their interactions user guides and on line help may be available but the dialogue design is often key to a successful

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use dialogs sparingly because they are interruptive their sudden appearance forces users to stop their current task and focus on the dialog content for modal dialogs users have to deal with a in dialog action before continuing and are no longer able to access the page below sometimes this is a good thing such as see more

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you shouldn t try to cram too much into a dialog keep it clean and simple follow the kiss principle but minimalist doesn t mean limited all information should be valuable and relevant see more

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