



First Contact 9-1-1, LLC

P.O. Box 1815
Morgan Hill, CA 95038
(866) 613.1911
www.firstcontact911.com

Customer Service in the Dispatch Center

We know, just from watching the evening newscast or reading an Internet newsgroup, what can happen when bad things happen on a 9-1-1 line. Customer Service in the Dispatch Center involves a lot more than just being nice on the telephone. It means being 'in the moment' to assist the public, our responders as well as our co-workers to the best of our ability, even when it means dealing with people who do not understand the complexity of exactly what we do.



Who are our Customers? Who do we deal with in the progression of our shift? Police Officers, Firefighters, Alarm Company Dispatchers...And...how do they treat us? So much of what we do involves HOW we say something. We'll examine nationally known companies that are known for their outstanding Customer Service skills, and how we may apply some of those same principles in your Dispatch Center.



We'll show you how to get and keep motivated, involved and 'in the zone' when you answer that 9-1-1 line. Customer Service skills that can be used for both those emergency calls and those 'other' non-emergency calls that tend to frustrate us. How to establish trust and rapport with difficult callers how to gain valuable information on each call that will help your responders to a better job for the public.

For newer members of the Dispatch Staff, this course will give you valuable tools that you can use everyday - both in and outside the Center. For old hands, this course will not only reinforce what you already know, but remind you of why we became 9-1-1 telecommunicators in the first place, to assist those in need with the passion that will truly make a difference.

Contact our Customer Care Line at (866) 613-1911 for more information.