

Course duration

- 1 day

Course Benefits

- Learn how to establish a call center.
- Learn about the technologies that affect call centers.
- Learn to reduce the percentage of lost calls.
- Learn how to calculate staff levels.
- Learn how to evaluate a call center's performance.
- Learn how to reduce turnover in a call center.
- Learn how to motivate and communicate with call center employees.
- Learn how to evaluate the performance of call center employees.

Course Outline

1. Call center fundamentals
 1. Establishing a call center
 2. Setting up the call center
2. Call center technology
 1. Service and information technology
 2. Call load and staffing
3. Employee motivation and monitoring
 1. Employee motivation
 2. Communication with employees
 3. Employee performance evaluation
 4. Employee monitoring tools
4. Employee management
 1. Reduce turnover
 2. Stress management
 3. Training
5. Customer management
 1. Customer expectations
 2. Customer relationship management
6. Managing for excellent service
 1. Setting service levels
 2. Achieving service levels
 3. Analyzing reports
7. Communicating information to executives
 1. Information that executives need
 2. Communicate with executives

Class Materials

Each student will receive a comprehensive set of materials, including course notes and all the class examples.