

Call Center Management

Course Length: 1 Day

Prerequisites: None.

Course Content

Unit 1: Call center fundamentals

Topic A: Establishing a call center

Topic B: Setting up the call center

Unit 2: Call center technology

Topic A: Service and information technology

Topic B: Call load and staffing

Unit 3: Employee motivation and monitoring

Topic A: Employee motivation

Topic B: Communication with employees

Topic C: Employee performance evaluation

Topic D: Employee monitoring tools

Unit 4: Employee management

Topic A: Reduce turnover

Topic B: Stress management

Topic C: Training

Unit 5: Customer management

Topic A: Customer expectations

Topic B: Customer relationship management

Unit 6: Managing for excellent service

Topic A: Setting service levels

Topic B: Achieving service levels

Topic C: Analyzing reports

Unit 7: Communicating information to executives

Topic A: Information that executives need

Topic B: Communicate with executives

If you have any questions about this course, please call CompuTrain at (713) 349-9186.