

Effective Quality Assurance in the Call Centre

Introduction

The Quality Assurance team maintain quality mainly through the established practice of remote call monitoring. The focus is on Call Quality Checklists, to prevent deviations from process and standards. Any deviations from prescribed quality are usually communicated to various team leaders in the centre. The QA team is predominately drawn from the staff of the Call centre, each bringing their own set of product/campaign specialist knowledge.

For any Q.A. training solution to be effective it needs to provide the tools and skills that facilitate the QA practitioner actively seeking out a good balance between the need for a really great conversation with every customer, and the achievement of the targets set by management.

Course Outcomes

- Learn Contact Centre Quality Assurance best practices
- Learn how to effectively determine how good quality assurance will result in better customer satisfaction
- Learn how to accelerate performance for front line staff
- Apply "quantitative and qualitative" understanding to performance requirements
- Determine monitoring and maintenance criteria
- Implement Quality Assurance monitoring and maintenance procedures
- Understand the Importance of Quality assurance and providing performance enhancing feedback and communication of quality expectations to Contact Centre staff
- Discover your ability to confidently use performance driven techniques to support your Contact Centre's requirements and expectations by hosting effective calibration sessions

Who should attend?

Quality Analysts, Team Leaders, Call Centre Agents interested in pursuing a career in Quality Assurance in a Contact Centre.

Assessments

A written assessment will be completed on the last day of training.

Duration

This course is facilitated over a period of 2 days. Learners will receive a Siyandza certificate of training upon completion.

Total Cost of Training

The total cost of training per learner is: R 3, 800.00 VAT inclusive. A minimum of 10 learners is required for this course.

Company Details

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