

Performing in a Call Centre

Introduction

A contact centre team is pivotal and vital in any contact centre and plays various roles in ensuring the smooth running of operations, equally important is how the team needs to ensure that they work efficaciously ensuring a win – win situation for both the customer and contact centre.

The Call Centre agents need to have an understanding and ability to monitor their output and function within the contact centre's stipulated service level agreements and targets.

The ultimate success of every Call Centre is measured by their service levels. This programme deals with the level of understanding middle management require on understanding service levels and monitoring and maintaining the service levels.

This course comprises of two unit standards namely:

- **Comply with service levels as set out in the call centre operation.**
- **Meet performance standards within a contact centre**

Call centre agents need to be able to:

- Work effectively with others in the achievement of service level requirements.
- Organise and manage self and activities responsibly and effectively in responding to and achieving service level requirements.
- Collect, analyse, organise and critically evaluate information pertaining to the compliance of service levels.
- Adhere to time targets as set out in a call centre(Call duration, quantity, wrap, hold, and dropped calls)

Mentioned above are some of the competencies that the agents will have post training.

For any contact centre team training solution to be effective it needs to provide the tools and skills that facilitate the contact centre agents 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

- A broad understanding of Windows, Word and Excel operating systems.
- An in-depth understanding of product and industry specific knowledge.
- A general understanding of call centre specific service levels.
- A basic understanding of reading and interpreting management information systems
- Demonstrating an understanding of company specific service levels.
- Meeting and maintaining service levels.
- Use a computerised system
- Respond to calls or other forms of communication
- Follow up on customer queries

Who should attend?

Call Centre Agents interested in pursuing a career within 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 3 days. Learners will receive a Siyandza certificate of training upon completion.

Total Cost of Training

The total cost of training per learner is: R 4 710, 00 VAT inclusive. A minimum of 10 learners is required for this course.

Company Details

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