

Service Excellence In a Call Centre

Introduction

At the first point of contact, responding to the enquiries/requests by establishing requirements, proving relevant information, identifying and applying the appropriate procedures to meet customer needs in a compliant manner is crucial

Collect and record information queries and requests from customers is very important in a Contact Centre environment. Learners will be able to elicit information from customers, offer information to others, record information from customers, and refer escalating requirements.

This is how we can also ensure fast, courteous and consistent service in a contact centre and this will enable one to be able to provide correct information to customers

A huge range of factors can contribute to customer satisfaction which also involves putting systems in place to maximise the customer's satisfaction as it is the prime consideration for every business as profitability depends on keeping customers happy.

This course focuses on aiding individuals to take into account these basics at all times when dealing with customers for more effective and efficient manner

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Course Outcomes

Identify and respond to customer needs in a contact centre

- Identifying customer needs in a Contact Centre.
- Responding to customer needs in a Contact Centre.

Collect and record information queries and requests from customers

- Eliciting information from customers.
- Offering information to others.
- Recording information from customers.
- Referring escalating requirements.

Provide information to customers in a contact centre

- Identifying customer needs in a Contact Centre.
- Providing information to customers.

Who should attend?

Learners working in a Contact Centre environment just starting out in the industry

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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Registration #2006/007898/07

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