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COMMITTED TO SKILLS DEVELOPMENT IN THE ICT SECTOR
Accreditation No.: ACC02 000 077

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Call Center Management

Publisher: CourseILT

Code: 0619148608

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Version: 1

Course Length: 1 day (6+ hours)

Audience: Students interested in learning about call center management

Prerequisites: None

What's in Call Center Management:

This trainer-friendly learning guide provides the perfect solution for a one-day training course. Designed for quick scanning in the classroom, and filled with interactive exercises, these open, modular guides virtually guarantee success for your instructors.

Topic-Level Outline

Unit 1 : Call center fundamentals

*Topic A: * Establishing a call center*

- A-1: Discussing call center fundamentals
- A-2: Understanding the benefits of a call center
- A-3: Understanding the functions of a call center

*Topic B: * Setting up the call center*

- B-1: Understanding the process
- B-2: Discussing initial considerations

Unit 2 : Call center technology

*Topic A: * Service and information technology*

- A-1: Selecting automatic call distributors
- A-2: Identifying the benefits of skill-based routing
- A-3: Choosing technologies to manage and monitor calls

*Topic B: * Call load and staffing*

- B-1: Forecasting call volume and staffing

Unit 3 : Employee motivation and monitoring

*Topic A: * Employee motivation*

- A-1: Identifying ways to motivate employees
- A-2: Applying techniques for motivating employees

*Topic B: * Communication with employees*

- B-1: Understanding communication guidelines
- B-2: Conducting a staff meeting
- B-3: Providing employee feedback

*Topic C: * Employee performance evaluation*

- C-1: Selecting criteria for employee performance
- C-2: Working with a below-average employee

*Topic D: * Employee monitoring tools*

- D-1: Identifying methods for monitoring employees
- D-2: Establishing a monitoring system

Unit 4 : Employee management

*Topic A: * Reduce turnover*

- A-1: Identifying the reasons for turnover
- A-2: Establishing plans to reduce turnover
- A-3: Calculating hiring numbers based on churn rates

*Topic B: * Stress management*

- B-1: Identifying common causes of stress
- B-2: Identifying stress-reducing activities

*Topic C: * Training*

- C-1: Planning a training program
- C-2: Sequencing the steps in a training program

Unit 5 : Customer management

*Topic A: * Customer expectations*

- A-1: Presenting a positive company image
- A-2: Determining why customers hang up

*Topic B: * Customer relationship management*

- B-1: Identifying the relationship management process
- B-2: Maintaining a voice response unit

Unit 6 : Managing for excellent service

*Topic A: * Setting service levels*

- A-1: Defining the service level
- A-2: Calculating rostered staff factor
- A-3: Identifying the pooling principle

*Topic B: * Achieving service levels*

- B-1: Identifying scheduling practices
- B-2: Getting approval for a new scheduling system

*Topic C: * Analyzing reports*

C-1: Determining significant reports

C-2: Assessing performance from reports

Unit 7 : Communicating information to executives

*Topic A: * Information that executives need*

- A-1: Identifying realities that executives should know

- A-2: Determining the working knowledge of executives

*Topic B: * Communicate with executives*