

# Call Center Management

1 day

## Description

This ILT Series course gives students an overview of inbound call centers, managerial roles, and technologies that affect call centers. The course teaches students how to establish a call center, identify the call center manager's typical responsibilities, and determine the necessary technologies needed to best serve the company's customers, identify customer expectations, reduce the percentage of lost calls, calculate staff levels, and identify the reports that are used to evaluate a call center's performance. Students will also learn about establishing service goals, identifying areas for attention, and communicating effectively with executives. Course activities also cover reducing turnover, training employees effectively, managing employee stress, motivating, and communicating with employees. Finally, students will learn how to evaluate employee performance and establish monitoring programs.

## Prerequisites

- *None*

## Course Outline

### ***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