

Call Center

1/2 day

Description

This ILT Series course teaches students how to identify what challenges come from the situation, the caller, and the environment. Students will learn about the guidelines for providing excellent service and fulfilling the customers' needs.

Prerequisites

- *None*

Course Outline

Unit 1: Telephone service fundamentals

Topic A: Good telephone service

Topic B: Attitude and interpersonal skills

Topic C: Greeting customers

Unit 2: Effective call handling

Topic A: Identifying customer needs

Topic B: Handling difficult calls