

The Future of Call Center Management



Student Manual And Data Call Center Management Cbt

S Marginson



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Student Manual and Data Axzo Press Axzo Press,2004-12 This ILT Series course give 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 managers 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 The manual is designed for quick scanning in the classroom and filled with interactive exercises that help ensure student success Comes with a companion CBT program *A Practical Guide to Call Center Technology* Andrew Waite,2002-01-02 Get the most out of ACDs automatic call distributors and other complex systems in order to boost customer satisfaction and increase sales Includes three ready to use RFPs request for proposals for buying an ACD computer telephony system or recording

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