



# CERTIFIED CONTACT CENTER PROFESSIONAL



Diverse

Inspiring

Real World

Paradigm changing

Fun

Practical

## Overview

The program introduces contact center professionals to the essential and fundamental soft-skills elements associated with superior call and service management. The contact center professional workshop consists of modules that teach participants' essential skills such as essential communication, call management, call courtesy, call accuracy, professional customer service & negotiation principles and concepts.

This course is also designed to elevate customer service in an organization to the highest level. It is an engaging and highly interactive training workshop where you'll learn how to turn every customer contact into a lasting positive impression, regardless of who your customers or end users are (within the organization or outside).

The course will energize you to provide outstanding customer service. The course covers all the basics and will take you to the next level by demonstrating how to apply Super Service Principles. You'll also learn how to keep your customers coming back, create up-selling opportunities and generate word of mouth referrals.



## Participants will:

- Establish a recognized standard of knowledge and competence for contact center professionals
- Formally recognize those who meet these standards
- Provide employers with a tool to identify skilled, knowledgeable professionals
- Support the benefits of professional continuing education and development

## Learning Outcome

At the end of the training program, the participants are able to:

- Define what BPO is;
- Expose to the fundamentals of information technology industry
- Apply the proactive customer service tools and techniques in delighting your customers
- Apply strategies and practical process in handling challenging customers better
- Able to give an impact in the telemarketing industry
- Able to manage the stress in whatever condition but still providing the most professional working attitude
- Get ready to attend effective interview session

## Program Outline

- Module 1:**A tour to BPO Industry
- Module 2:**The Art & Heart of Customer Service
- Module 3:**Foundation of Information Technology
- Module 4:**Fundamental of Professional Speaking Skill
- Module 5:**The Art of Sales & Telemarketing
- Module 6:**Managing Challenging Customer
- Module 7:**Dealing with Stress
- Module 8:**Basic Foundation for Interview

## Training Methodology

The training methodology will include assessment, short lectures, role plays, games, activities, presentations, discussion and with continuous evaluation and real time feedback.

## Medium of Delivery

English Language