



Call Center Customer Service Training

A well-trained Call Center is the heart of any operation. Call center employees who know how to handle the great variety of situations that present themselves with skill and professionalism will be an asset to the organization as well as being able to profit themselves in terms of salaries and performance bonuses. Call Center Training will allow the employee to enter their work area with confidence that they are equipped to answer questions and overcome objections and ultimately close the deal.

Focus

This module is designed for all call center employees to discuss the basics, etiquette, techniques and key steps of a successful call center.

Length 8-12 Hours

Performance Objectives

- Review and demonstrate call center strategies
- Identify different types of buying motivations
- Create SMART goals
- Outline strategies that sharpen effective communication
- Use proper phone etiquette
- Set benchmarks

Course modules include:

Call Center Basics This module reviews the four DBM (Defining Buying Motives), strategies to utilize and four types of conversations.

Phone Etiquette and Tools Used Preparation, speaking clearly, effective listening, sales scripts and sales dashboards are covered in this module.

Effective Communication

Speaking like a STAR – Situation, Task, Action and Result. This module also examines key steps of a call and types of questions to ask.

Benchmarks

This module discusses benchmark metrics, areas of focus, implementing improvements and benefits of benchmarks.

SMART Goal Setting SMART goals – Specific, Measurable, Achievable, Realistic and Time sensitive.