



CALL CENTER CURRICULUM

Contact Center Essentials

Recognize the functions of customer contact centers and the roles of customer service representatives 1 hr

CSR Success Criteria

Appreciate the essential skills and qualities that will ensure successful customer service operations 1.5 hrs

Customer Response Etiquette

Identify best practices for communicating with customers Customer Response Etiquette 3 hrs

Build Customer Rapport 1

Adopt communication styles for successful rapport Build Customer Rapport 1 1.5 hrs

Build Customer Rapport 2

Improve verbal and written communication skills in order to deliver excellent customer service 1.5 hrs

Maximize Call Performance 1

Review the stages of a typical customer call flow and initiate a positive rapport with your client 1.5 hrs

Maximize Call Performance 2

Ensure that the customer contact is a positive experience 2.5 hrs

Satisfy Customer Needs

Distinguish different customer characteristics, recognize appropriate techniques to successfully respond to each type of person, and convert difficult situations into a positive experience 3 hrs

Reduce CSR Stress

Cope with stressful customer situations while maintaining a courteous and professional demeanor 2.5 hrs



401 E Las Olas Blvd.
Suite 1220
Fort Lauderdale, FL 33301

CertiLearn.com

877-CL4-LEARN Toll free