

# Intelisales

**Course Name: Call Center Introduction**

**Course Code: ITS-CCI101**

## ***Course Description***

This course is for beginners who are interested in getting to know the Call Center Industry. What future does it hold for anyone?

**By the end of this workshop participant should be able to:**

- Identify call center industry as a career
- Identify between a call center and a PCO
- Make a decision to pursue to work
- Flexible enough to work in any given shift
- Take direction from seniors
- Have a general know-how of call center industry

Trainer: To Be Announced (TBA)

Daily Hours: Eight (8)

Total Hours: Eight (8)

Training Days: TBA

Course Duration: One Day

## ***Course Outline***

- Business Process Outsourcing (BPO)
- Call Center Industry Introduction
  - Types of Call Centers
- Call Center Operations
- Call Center Technologies
- Call Center Human Resources
- Call Center Future in Pakistan
- Call Center Careers
  - Agent Job Descriptions
  - Team Leader Job Descriptions
  - Call Center Manager Job Descriptions