Intelisales

Course Name: Call Center Customer Service Skills

Course Code: ITS-CSS201

Course Description

This workshop is for those who want to work in a customer service environment. This program is useful for those who are representing their companies by taking inbound or outbound calls.

By the end of this workshop participant should be able to:
- Communicate with the customers
- Handle any incoming inquiries
- Empathize with the customer rather than sympathize

Trainer: To Be Announced (TBA)

Daily Hours: Three (3)

Total Hours: Nine (9)

Training Days: Monday, Wednesday, Saturday

Course Duration: One Month

Training Outline: Two Weeks Theory and Two Weeks Practical in Call Center

Course Outline
- How to communicate?
- How to listen?
- How to understand?
- What is empathy?
- What is sympathy?
- How to interact?
- What is expected in customer service?
- What is desired customer service?