

# Intelisales

**Course Name: Call Center Project Management Skills**

**Course Code: ITS-PMS302**

## ***Course Description***

One of the main characteristics of any successful company is its ability to communicate with its customers. Personalized communications has always proved to have a better effect on strengthening customer loyalty.

This communication will help the organization to activate any campaign, which reduces revenue and results instantly.

**By the end of the course participant should be able to:**

- Handle projects without anyone's help
- Judge and make decisions on their own
- Supervise agents on calls
- Handle operations

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***

- Understand Client's Requirement
- How to begin the Campaign?
- How to Analyze the Campaign?
- How to understand the product?
- How to understand the cost between the client and the call center?
- How to understand and hire Human Labor?
- How to prepare client's required reports?
- How to document all the information and communication between clients and call center?