

Job Ready
Certificate
Course

-Course Overview-

Orientation to call center environment and fundamentals of customer service, telephone etiquette and sales technique

Aligned to industry standards identified for BPO CRM executive (SSC/Q2210)

-Topics Covered-



-Course Duration-

6 weeks programme includes:

- 50 hrs of domain knowledge
- 40 hrs of communicative English
- 42 hrs of youth development modules



Key Learning Objectives

- Define the job role and its importance
- Comprehend the telecom Industry
- Identify different stakeholders and their roles
- Know about products and services
- Differentiate the types of Call
- Explain how to open and answer a call
- Work with CRM, Basic etiquettes required during calling
- Categorize types of customers
- Explain the concept of query, request and complaint
- Address customer's QRC on basis of categorization
- Define concept of customer relationship, customer feedback & customer satisfaction
- Learn how to probe customers to understand their buying behavior and needs