



# Inbound & Outbound Call-Management Training



<b>Organization</b>	:	Banking & Finance
<b>Duration of Training</b>	:	25 Hours
<b>Training Need Analysis</b>	:	Done
<b>Target Audience</b>	:	Call Centre Executives
<b>Role &amp; Job Description</b>	:	

The main role of a Call-Centre Employee is to 'Interact with Customers', through phone, in order to provide customer service. Apart from which, depending on their job-responsibilities, all of them are required to handle some amount of documentations, reporting tasks, etc.

### Purpose of the Training :

- ✓ To attain better understanding of the **Importance of Customer Service**
- ✓ To Improve **Listening & Questioning Skills**
- ✓ To Master the art of **Handling Complaints & Irate Customers**
- ✓ To Master the art of **Effective Telephone Techniques & Selling Skills**
- ✓ To Improve **Overall service delivery.**
- ✓ To achieve Increased productivity by working as a **TEAM**

### Topics Delivered :

- ✓ Importance of Customer-Service
- ✓ The Language of Positive Communication
- ✓ Effective Listening & Questioning Skills
- ✓ Effective Telephone Techniques & Selling Skills

### Methodology Followed :

- ✓ Classroom Session of Soft Skills
- ✓ Video & Audio Aid utilized to enhance the understanding
- ✓ All the practice sessions were Role-Play based
- ✓ All Role-Plays were recorded and played back to the participants to derive learning points
- ✓ Written Assessments were taken
- ✓ Final Evaluation done through Test Calling

### Tracking Training-Effectiveness :

A Constant-Call & Behaviour-Monitoring was done by the participant's immediate supervisor in calibration with Infoline Training Expert on a regular basis.

At the completion of the 3<sup>rd</sup> month, the Supervisor / Quality Agent who did the monitoring was able give a detailed feedback to the Training Expert about the '**GAP between the Expected & Achieved Behaviour Changes**' backed up with the actual instances that occurred in the monitored calls, during the scope of monitoring (3 months).

This enabled us to devise a tailor-made Training Solution as a Refresher Program, right after 3 months of the First Training, thereby ensuring a consistently excellent development trend.

*Training & Development wing of Infoline is known for offering high quality Training Solutions including Customized Corporate Training events, Workshops & Seminars for Entry Level to Top Level Management, and cutting edge Call-Centre Trainings.*