



<b>Vertical</b>	:	Banking & Finance
<b>Duration of Training</b>	:	25 Hours
<b>Training Need Analysis</b>	:	Done Extensively
<b>Target Audience</b>	:	Call Center Executives

#### **Role & Job Description :**

The main role of a Call-Center 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 :**

- ✓ Handling Complaints & Irate Customers
- ✓ Better understanding of the Customer Service
- ✓ Improving Communication Skills & Effective Discovery
- ✓ Mastering the art of Effective Selling Skills

#### **Methodology Followed :**

Training Sessions done by Infoline were based on ROLE PLAYS, predominantly. All the Role-Plays were RECORDED, and are played-back to the Trainees immediately thereafter. Feedback was given and discussed with the entire batch openly. This unique Training-Approach has helped to measure the extent of learning and improvement, accurately.

- ❖ Methodology used in the Analysis :In this analysis we have monitored the three skills which were Soft Skills, Process Skills and Technical Skills.
- ❖ Monitoring Methods
  - ✓ Remote Monitoring was done without the Agent's notice.
  - ✓ Side Barging was done by sitting beside the agent.
- ❖ Types of Calls Monitored
  - ✓ All Inbound Calls
  - ✓ All Outbound Calls

**Tracking Training-Effectiveness :** Post Training (August 2009) the **Client's Call Center Team** showed a commendable improvement of **32.1%**.

*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.*