



CONTACT CENTRE SKILLS | CUSTOMER SATISFACTION

CONTACT CENTRE

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| CERTIFICATION | NQF 4 Further Education & Training Certificate in Generic Management: Contact Centre Operations (SAQA registered qualification ID 71489 - Services SETA) |
| ENTRANCE REQUIREMENT | NQF 3 Communication, NQF 3 Mathematical Literacy |
| TARGET GROUP | Employees in inbound contact centres who interact, negotiate and problem solve with customers |
| DURATION | Learners spend a total of 35 days in the classroom over a period of 12 months |

MODULES

- Calculations at Work
- Communication at Work
- Customers and Sales
- Contact Centre Metrics
- Managing Performance
- Quality in a Contact Centre

WHY THIS LEARNERSHIP?

Employees in inbound contact centres will gain:

- 1** A broad understanding of Contact Centre operations and supervision
- 2** Understanding of Contact Centre metrics and quality standards
- 3** Professional skills to delight customers and foster long-term relationships

