



MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

Make your Dreams Come True

2016/17 Course Outline

MSPD Skills Development Programme

Contact Center Skills - (1 DAY)

Unit Standards 10353 NQF level-2, 5-credits

Course Outline

- i. The importance of contact centre in the organization
- ii. Customers' needs are correctly identified through appropriate questioning and listening techniques.
- iii. A correct understanding of customers' needs is demonstrated by applying industry special responses.
- iv. Customers' needs are identified within company specific timeframes.
- v. Company specific prompts and procedures are consistently followed. Customer needs are responded to accurately according to company specific requirements.
- vi. Customers are responded to in accordance with company specific time limits and Service Level Agreements.
- vii. Responses comply with company specific requirements.
- viii. Accuracy is confirmed by the customer. Relevant data is input accurately into specific Contact Centre packages
- ix. Data is retrieved accurately from specific Contact Centre packages.
- x. All logging procedures are correctly used as per company specific systems.
- xi. All industry specific security and confidentiality requirements are complied with.
- i. Specific statistical data is understood.

