



## CONTACT CENTRE SKILLS | CUSTOMER SATISFACTION

# CONTACT CENTRE

<b>CERTIFICATION</b>	NQF 4 Further Education & Training Certificate in Generic Management: Contact Centre Operations (SAQA registered qualification ID 71489 - Services SETA)
<b>ENTRANCE REQUIREMENT</b>	NQF 3 Communication, NQF 3 Mathematical Literacy
<b>TARGET GROUP</b>	Employees in inbound contact centres who interact, negotiate and problem solve with customers
<b>DURATION</b>	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

