

This is an **interactive Virtual Instructor-Led Training (VILT)**. Kindly ensure you have a working Webcam and Headset with Microphone.

WEeventz

Call Centre Skills, Techniques and KPIs

Develop a Cohesive Customer Experience to Drive Loyalty and Profitability for Long Term Business Success

17 – 18 April 2024

- ✓ Strictly limited number of seats to ensure maximum learning and experience for all delegates
- ✓ Thorough and customised program to address current market concerns
- ✓ Provision of a digital certificate to delegates at the end of the training

KEY BENEFITS OF ATTENDING

- **LEARN** how to speak for success
- **GAIN** insights on how to handle rude or angry callers
- **IMPROVE** telephone etiquette
- **GRASP** skills required to work in a professional call centre
- **PROVIDE** excellent telephone customer service
- **SET** goals and benchmark
- **OBTAIN** closing techniques and wrapping up calls
- **LEARN** how to handle voicemail messages
- **IMPROVE** methods of training employees
- **DEVELOP** ways to eliminate phone distractions

www.weventz.sg