



Taking Care of Customers



Step To Call Center Kit



STEP TO
CALL CENTER

Taking Care of Customers



What is **Step To Call Center Kit** ?

Comprehensive and complete set of information, documents and templates to help you start and operate your call center business and customer services center professionally.



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Step To Call Center Kit Contents



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Step To Call Center Kit **Essential Knowledge**

Knowing how busy you are and the simple fact that most people just don't like reading large volumes of information on Call Center Technologies details, and whether you are a beginner, an expert in the call center industry, investor or a CEO of a company who wants to start a call center business, **Step To Call Center** Ebook will take you through all the call center & contact center business and show you the way. In less than 200 pages you will get to know everything you need to understand The Call Center Mastery.

What is Call Center? Inbound & Outbound Call Centers. Countries & Regions well known in providing the call center services- call center outsourcing. Designing, Planning, defining products & policies for a call center. Highlighting the best Practices within the call center/contact center industry. Call center legalities and services level agreements. Hiring and products within the call centers/contact centers. Call Centers Scripts.





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Step To Call Center Kit **Setup & Implement**



Call center startup business involves a lot of documents to be prepared and presented professionally starting with your call center business plan, SWOT analysis, RFP Document, vendor selection and more.

You don't need to worry any more ...Call Center Start-up module is one of the main modules provided within **Step To Call Center Kit** to smooth your process and help you putting together all the elements needed to start your business.

- Call Center Business Plan**
- SWOT Analysis Tips**
- Contact Center Project Plan**
- Call Center RFP**
- Discovery Questionnaire**
- Business Start Up Sheet**
- Business Set up Check List**
- Vendors Scoring**



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Step To Call Center Kit **Human Resource & People**

Having the right call center organization structure and call center jobs handled by the right competent staff with well defined call center job descriptions and competency for each position .

Full Human resource templates & Documents within the **Step To Call Center HR Module** to help you buildup your Manpower for your call center.

- **Call Center Job Description Templates**
- **Customer Contact Center Organization Structure**
- **Call Center Interview Questions**
- **Performance Appraisal Form**
- **Quick Jobs Objectives Guide-Variou Positions**
- **Employee Satisfaction Survey**
- **Exit Interview Form**
- **Head Count Forecast Sheet**
- **Attrition Calculator And Register**
- **Attrition Report**





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Step To Call Center Kit Customer Service Trainings

It is important in all businesses to identify the training needs before trying to implement any training solutions or materials.

Step To Call Center Customer Service Training Module saves you the time and efforts to identify and develop the training materials needed for your call center team, and your customer service training materials

- Customer Service Training
- Listening Skills
- Attitude In Customer Service
- Questioning Skills
- Email Writing Skills
- Call Center Telephone Skills Standards
- Dealing With Upset Customers
- Communication Skills For Customer Service Representative
- Customer Service Skills Tests
- Training And Orientation Plan
- Advanced communication Skills
- E-Mail Etiquettes
- Effective Listening Skills
- Time Management





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Step To Call Center Kit **Operation & Reports**



Call Center operations are those ongoing recurring activities involved in the running of a call center business for the purpose of producing value for the customers and call center staff.

Starting with the Call Center annual Budget to the level of the day-to-day call center operations, **Step To Call Center Kit operation module** is to help adding value to your staff and customers service by running and maintaining high standards in your call center operations.



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Step To Call Center Kit **Quality Assurance & SLA**

Call Center Services are measured by the level of quality shown towards their internal clients, external clients and customers.

Step To Call Center Quality Assurance Module (SLA - KPI) provides you with seven templates and documents to put you in the right track to achieve you call center objectives and targets, as part of your call center standers





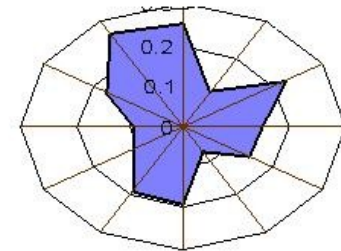
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Step To Call Center Kit **Assessment**

The assessment is based on 150 questions developed based on our consulting experience and academic work. They cover the full extent of the widely accepted model of Contact Center that sits behind this assessment.

This tool enables the questions to be answered in a based of a range of interviews with staff involved in the management of customers. These staff must be a mix of senior managers and implementation level staff so that a broad view of intention versus reality is achieved.





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Step To Call Center Kit **Content List**



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