

Management Certification

Contact Center Training Will Help Your Center
Achieve Best Practice Standards, Increase Customer
Service & Reduce Cost

3 Day Certification Training

Orlando, FL, January 22-24, 2013

Embassy Suite Hotel

Scottsdale, AZ, February 26-28, 2013

McKesson Specialty Health, Includes Tour

Greensboro, NC, March 26-28, 2013

Lincoln Financial Center, Includes a Site Tour

Minneapolis, MN, May 14-16, 2013

General Electric, Includes a Site Tour

Cincinnati, OH, June 11-13, 2013

EyeMed Vision Care, Includes a Site Tour

San Francisco, CA, August 6-8, 2013

San Francisco Business Center

Hamilton, NJ, September 10-12, 2013

AAA Mid-Atlantic Center, Includes a Site Tour

Chicago, IL, October 8-10, 2013

American Medical Association, Includes Tour

Call Center Campus, November 4-8, 2013

Las Vegas, NV @ Hotel TBD...

3 day Certification Workshop + 2 Day
Symposium

Our Call Center Management Certification workshop is composed of ten information-rich modules that include learning activity "case studies" that focus on practical problem solving and current call center best practices.

This workshop will equip you with the skill set you need to improve your center's performance. You will be able to return to your business and drive effective change for your contact center and use best practice methods to improve customer service.

One of the main things that separates our call center training from others is that we use benchmarking to demonstrate our best practices and training. BenchmarkPortal has the world's largest database of call center metrics and all of our students participate in our call center benchmarking survey as part of this course. This complimentary call center benchmarking report and Web-ex style presentation of your benchmarking results provides your company with a snapshot of your call center vs. industry peers. No other call center training can offer this type of information.



Who Should Attend?

- Call Center Management
- C-Suite Executives
- Vice Presidents
- Directors
- Supervisors
- These courses will help you better manage your call center and strengthen relationships with other departments

Topics Covered

- Organizational Leadership
- Human Resources
- Quality Monitoring & Coaching
- Customer Satisfaction
- WFM Forecasting & Scheduling
- Call Center Technologies
- Tech.-Enabled Processes
- Knowledge Management
- Benchmarking
- Self-Service Analytics & Reporting

Contact us to enroll or for more information:
www.BenchmarkPortal.com/Call-Center-Training
 1-800-214-8929 Ext. 1
Sales@BenchmarkPortal.com



The SOURCE for Contact Centers

Why Choose BenchmarkPortal

Improve the Performance of Your Customer Service Center and Your Career with BenchmarkPortal's Certification Training

✓ Value and Experience

BenchmarkPortal aims to provide superior value for money by keeping overheads low and quality high. Our Green Business approach puts the focus on sustainability and savings that we pass on to our customers. BenchmarkPortal's courses are led by the industry's top-rated instructors, with over 150 years' combined experience. We offer unsurpassed experience and teaching excellence at a price our competition cannot match.

✓ Quality Based on Data and Research

As the source of advanced contact center research since 1995, the BenchmarkPortal team incorporates emerging best practices into the curriculum on a continuing basis. This separates our call center training from others and makes the experience especially exciting and informative. We use our unique and world-renown benchmarking survey in the course. The student submits the survey with data from their organization before attending. The resulting report provides instant feedback to students. With assistance and insights from their instructor, they can identify those issues which they should address upon returning home. Our 12 KPI call center benchmarking is included at no extra charge to all participants.

✓ Career Enhancement

These certification programs will help you stand out from the crowd and gain recognition. Our graduates are regularly recognized for their creative improvements when they return to their places of work. Certification adds to your credibility as a manager and gives you the tools to succeed, setting you apart from other professionals.

✓ Community and Sharing

Classroom sizes are small. This helps facilitate sharing among participants and creates an atmosphere where everyone can learn from each other. The interaction with other call center professionals is an invaluable aspect of the BenchmarkPortal program.

✓ Competitive Advantage

Benchmarking measures how well your organization is currently performing compared to your competitors and other top organizations across North America and worldwide. Identify the key KPI's in your call center and learn how you can turn lagging performance indicators around to improve your company's bottom line. Comparisons indicate competitive strengths and weaknesses and help to overcome typical barriers to change. You will be able to determine the cost of performance gaps by calculating the dollar value of poor performance. You will also be able to calculate ROIs through the skills you learn in our courses. Join us and learn how to create and maintain a true competitive advantage through your customer contact center.



"BenchmarkPortal provided excellent content on a wide variety of Call Center topics that was extremely relevant and immediately applicable to my operation. The interaction with other call center professionals was an invaluable aspect of the learning environment. I came back to my job energized and with clear tools for making improvements to my center."

Noel Allen, Director of Customer Service,
Williamson-Dickie Mfg. Co.

Contact us to enroll or for more information:
www.BenchmarkPortal.com/Call-Center-Training
1-800-214-8929 Ext. 1
Sales@BenchmarkPortal.com

Organizational Leadership

- Strategy Alignment
- Strategic Goal Setting
- Leadership Styles, Approaches & Assessment
- Organization Design



Human Resource Management

- Hiring New Agents
- Training Agents
- Agent Satisfaction Measurement
- Agent Turnover
- Reward, Recognition, Motivation
- Generational Issues

Call Quality Monitoring and Coaching

- Introduction to Call Monitoring & Coaching
- Call Recording
- Call Monitoring, Scoring & Evaluating
- Agent Coaching
- The New Model
- Outsourcing Call Evaluations
- Quality Monitoring Solution Providers

Caller Satisfaction Measurement

- Introduction to Caller Satisfaction
- Survey Design
- Survey Fielding Data Collection Methods
- Survey Analysis
- Most Caller Satisfaction Programs Don't Have an Impact

Workforce Management

- Resource Planning
- Scheduling Defined
- Intraday Management
- Analytics and Metrics to Manage Optimizing
- Organization of the Workforce Management Team
- Workforce Management Software Tools

Technology

- New BenchmarkPortal Research: Measuring the Value of Technology
- Call Center Architecture
- Automatic Call Distribution
- Virtual Call Centers
- Voice Over Internet Protocol (VoIP)
- Premise Based or Software as a Service (SaaS)

Technology Enabled Processes

- Expert Hub for Escalation
- Outsourcing
- Social Media and Customer Service
- Remote Agents

Caller Self-Service

- Introduction to Caller Self-Service
- Giving Callers Channel Alternatives
- IVR Self-Service Technologies
- Impact of Calls on Brand image
- Web Self-Service

Analytics and Reporting

- Introduction to Analytic Tools
- Designing Effective Reports
- Corporate Information Needs
- Managing by the Numbers
- Call Center Performance Evaluation
- New Analytic Tools

Performance Benchmarking

- Introduction to Benchmarking
- Call Center Benchmark Metrics
- Performance Gap Analysis
- Implementing Improvement Initiatives
- Call Center Certification
- Call Center Benchmarking Solution Providers

