Leaders in Placing Americans with Disabilities in Jobs

Why Choose NTI?

NTI is the leader in placing Americans with Disabilities in work-at-home, call center, customer service and IT positions. Founded in 1995 as a 501 (c)(3) non-profit, NTI delivers consulting, outsourcing and staffing services for companies interested in deploying or extending their virtual contact centers.

NTI provides mentoring and guidance to candidates throughout the entire process. After you are selected for our services, you will be assigned a eMentor who will guide you through our application and training process. In the end, candidates are prepared with a solid foundation in customer service and are ready build a rewarding career for themselves with the client.

NTI's Continuous Learning Approach

NTI combines online courses with virtual classroom training in a blended learning approach. By doing so, the candidate is equipped to meet the technical and professional needs of our clients.

In NTI's virtual instructor-led Remote Call Center Agent (RCCA) 3-day training class, candidates learn skills that will help them meet the expectations for working as a remote call center and customer care agent.

To complement the instructor-led class, NTI's Online University provides candidates with self-paced courses focused on career-based and computer skills. While engaging in these courses, a candidate can master their skills and knowledge of customer service, computers and home office requirements in order to achieve a rewarding role within a virtual call center environment.

NTI University

Candidates access NTI's online courses and virtual classes through NTI University. Self-paced courses can be taken at any time of the day or night. With a growing selection of training to choose from, candidates are exposed to courses such as:

- *Computer Knowledge for Call Centers*
- *Mastering Windows Operating Systems*
- *Intermediate and Advanced Microsoft Office*
- *Typing Speed Building and Accuracy*
- *Internet Security and Protocols*

Remote Call Center Agent and Client Training

Combined with our self-paced online courses, NTI provides the 3-Day Remote Call Center Agent (RCCA) instructor-led online class, and additional preparatory classes as requested by our clients.

RCCA provides the necessary details an at-home worker would need to know on maintaining a home office, working with customers over the phone, and the skills and discipline needed to excel as a remote call center agent. Engaging hands-on activities, instructor presentations, discussion and knowledge-sharing provide candidates the most client-relevant information for becoming successful in their career choice.