

# Contact Center Training Workshop

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For many people, the term Contact Center relates to sales calls and telemarketers. There are so many avenues that a contact center can be of assistance within a company that do not pertain to sales calls. A contact center can provide customer support, information technology support, and much more. The key to having a great customer experience using a contact center is in the training. A well trained contact center can be the difference between gaining more customers and losing customers. Customers want a well-educated agent when they contact a business. They want to know that the person answering their questions knows what they are talking about. Training your staff, and giving them the information that is needed to effectively assist your customer base is paramount.

With our “Contact Center Training” workshop, your participants will discover the basic elements of being an effective employee of a contact center.

## Workshop Objectives:

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- How to get management involved in training.
- Why peer training works.
- That manners are important with a contact center.
- How to build rapport with the callers.
- How to deal with difficult customers.



For more information or to reserve your spot in this workshop, please contact:

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