

Call Center Specialist

540-Hours / 16 Weeks

Program Objectives:

The techniques and tools covered in this program will help the student to understand the basic needs of customers. The program provides the student with a better understanding of what a career in a Call Center or Customer Support Center would entail with strong real-world computer support examples, case studies, and exercises. It will outline the four reasons why quality service is important. The Instructors will teach the student how to handle complaints and difficult customers, and help to anticipate the customer's needs. Everyone in an organization has something to do with customers daily. Customer service is the foundation on which success and profitability are built.

This program guides you through the establishment of quality customer service procedures to help you in the business world. The principles covered can be applied for internal and external customers alike. This program of study also prepares the students who want to become certified in Microsoft Office applications. This can lead to certifications as a **Microsoft Certified Specialist (MOS)** and **A+ Technician, COMPTIA A+ Core and OS**. Through lecture and appropriate Lab Training, the program will provide the student with the technical, manual and manipulative skills and knowledge to be employed as an entry level Call Center Specialist, Customer Service Specialist, Call Center Manager, Customer Service Administrator, Customer Service Representative, A+ Technician, and Microsoft Office Specialist.

The program is designed to provide students with the knowledge and skills necessary to perform Call Center and Customer Service functions as well as office functions and it will build a foundation for other Microsoft Certifications.

Courses

Windows	PC Configuration
Microsoft Word	Diagnosing
Microsoft Excel	Troubleshooting Techniques
Microsoft Access	Comptia A+ Prep
Microsoft PowerPoint	Comptia N + Prep
Microsoft Outlook	Advanced PC Configuration,
Internet Explorer	Repairing & Upgrading Techniques
Customer Service Level I	Networking Techniques
Customer Service Level II	Networking Plus
PC Fundamentals	Resume Preparation
Certification Preparation	Career Development