

Essential Skills & Knowledge for Effective Contact Centre Management

Attend the ICMI flagship course and build a solid foundation for successful contact centre management

You'll learn breakthrough strategies and techniques you can apply for years to come to ensure extraordinary customer service and achieve your personal career goals.

You'll learn ways to:

Create a planning culture

Meet service levels consistently

Forecast the workload with accuracy

Develop accurate schedules

Manage the queue in real-time

Communicate unique contact centre dynamics

Set the right performance objectives

Improve quality and efficiency

Win the support and recognition of top management

Who should attend?

Directors, managers, and supervisors responsible for customer service, sales, claims, reservations, information centers, hotlines, emergency services, and consumer affairs.



QPC Educational Services

For over 20 years QPC has been working to create training and qualifications for those within customer service and contact centres who carry out business critical operational functions. Our aim is simply to give organisations the reassurance that personnel have the skills they need to carry out their roles effectively and reward individuals with the professional status they deserve.

Within the Middle East and Africa QPC work with the ICMI whose courses are amongst the most recognised and respected within the region and across the world. So, they will not only help you to gain the essential skills you need to improve your contact centre's performance, but also support your career development too.

Targeted career development

To make it easier to understand whether courses are suitable for you, and how they will support your career development over time, they have been put into one of 3 tracks: Manager, Supervisor and Agent.





'I have learnt some new techniques and gained greater insight into how to be a more effective contact centre manager'

Julie Bingham
Service Delivery Manager
MFB

Course outline

Unit 1: The Dynamic Contact Centre Profession

- Define contact centre management
- Describe the contact centre management profession

Unit 2: The Planning and Management Process

- The driving forces of contact centre
- An effective planning process
- Service level and response time
- Acquiring the data you need
- Forecasting the workload
- Staffing the right way
- Indispensable calculations and projections
- The implications of the "immutable laws"
- Organising effective schedules

Unit 3: Effective Real-Time Management and Recovery

- Real-time management versus recovery
- Building a real time response plan
- Real time response options

Unit 4: Quality and Productivity

- Improving quality and efficiency
- Continuous quality improvement
- Performance measurements
- Cultivating collaboration and buy-in throughout

Unit 5: Summary and Next Steps

- Examine characteristics of leading contact centres
- Recognise ways to further your professional development
- Identify actions to improve your centre

Locations, dates and prices

Public courses take place at various locations across the MEA.

For current dates and prices please go to: www.qpc.com/mea/Products/Training/ICMI

Private courses can be provided at your location by special arrangement. Please contact us for further details.

About ICMI

The International Customer Management Institute (ICMI) is the leading global provider of comprehensive resources for customer management professionals – from frontline agents to executives – who wish to improve customer experiences and increase efficiencies at every level of the contact centre.

ICMI's experienced and dedicated team of industry insiders, analysts, and consultants are committed to providing uncompromised objectivity and results-oriented vision through the organization's respected lineup of professional services including training, consulting, events, and information resources.

QPC - customer service transformation

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