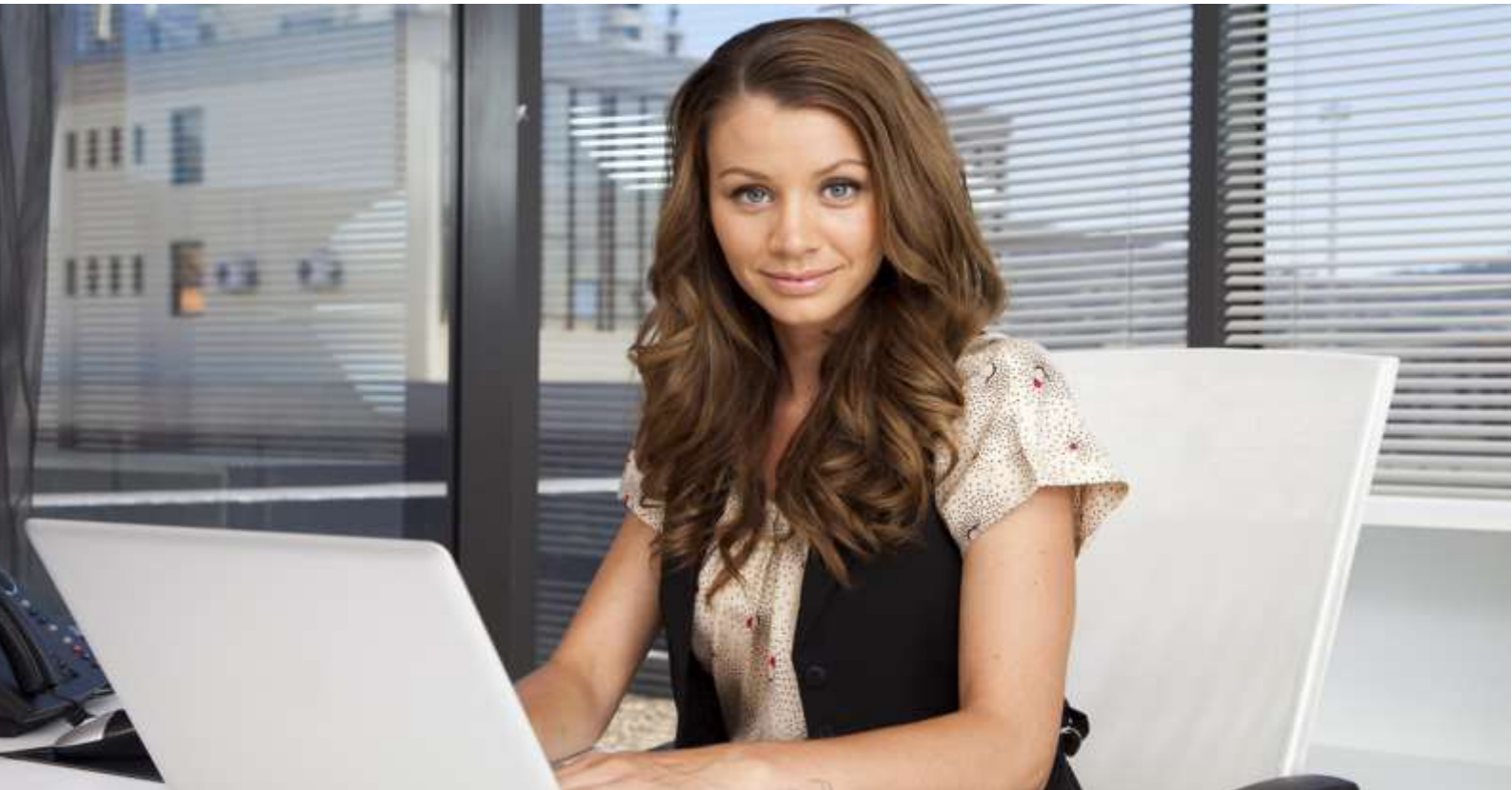




Course Name

THE CONTACT CENTRE OF THE FUTURE: TRENDS, OPPORTUNITIES AND STRATEGIES

This 5-Day Boost Training Course Provides Participants With The Latest Concepts About Contact Centre Technology. This Course Focuses On Today's Complex Call Centre Technologies In Non-Technical, Operations-Focused Language.



Reach New Heights | Training & Consulting
An ISO 14001:2015 ISO 9001:2015 Certified Company



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info@boostuae.com



Duration:
Five Days



Location:
TBD



Date:
TBD





Few Words About Boost

Our solutions are fully customized and designed based on the needs of our clients

BASED IN ABU DHABI
SINCE 2001
WE HAVE A PROVEN TRACK



VISION

"The only thing worse than being blind is having sight but no vision".

To be recognized as the partners' first choice in the field of Learning and Development locally and globally



MISSION

Enable our partners achieving their objectives

by designing innovative learning and development solutions which will boost people performance and business results as well.



VALUES

Driven by five core values which will form the basis for every decision...

- ✓ Result Orientation
- ✓ Partners' Success
- ✓ Passion
- ✓ Commitment
- ✓ Innovation

Why Us?

- 01 Interactive Engaging Courses
- 02 Recognized Certificates
- 03 Wide Range Of Training Subjects
- 04 Global Training Centers
- 05 In-House & Customized Courses
- 06 Internationally Certified Instructors
- 07 Advanced Reporting System



10,000 People Trained a Year, with 98% Satisfaction Rating

Our talented team of international instructors have exceptional credentials complemented by practical, real-world experience.

SUSTAINABLE SUCCESS

Ever since the firm was founded, Excellence, in one form or another, was part of its credo. The prospect of doing a good job might help a company climb the success ladder but it won't keep the company 'up there'.



American Welding Society
EDUCATIONAL INSTITUTION MEMBER





COURSE INTRODUCTION

THE CONTACT CENTRE OF THE FUTURE: TRENDS, OPPORTUNITIES AND STRATEGIES



Duration:

Five Days



Location:

TBD



Date:

TBD

Customer Service Organizations Have Always Been In A Vicious Cycle Of Struggling To Respond To The Ever-Changing Landscape Of Customer Expectations. Thus, The Industry Had To Adapt And Evolve Quickly To The New Era Of The Empowered Consumer, The Growing Number Of Communication Channels And The Challenges Of The New Millennial Employee. The Contact Centre, Seated At The Crossroads Of Customers, Channel And Employees, Has Been Leading The Customer Service Evolution For Decades. Customers' Expectations For Services Are Always Increasing And Contact Centres Should Acclimate With The Trends And Training Best Practices In The Call Centre Business To Keep Customers Satisfied.

This 5-Day Boost Training Course Provides Participants With The Latest Concepts About Contact Centre Technology. This Course Focuses On Today's Complex Call Centre Technologies In Non-Technical, Operations-Focused Language. Participants Will Gain Comprehensive Understanding Of The Latest Technologies On The Market, How To Get The Most Value Out Of Them, And Prepare For What's Coming In The Future.

OBJECTIVES

AT THE END OF THE TRAINING COURSE, PARTICIPANTS WILL BE ABLE TO:

- ✓ Identify the contact centre's strategic direction.
- ✓ Align the organization's and the contact centre's strategy, goals, and objectives.
- ✓ Quantify and communicate the contact centre's value.
- ✓ Integrate multiple customer contact channels into one strategic plan.
- ✓ Use a strategic planning process model with tools to develop the contact centre's strategy.

TRAINING METHODOLOGY

This course is designed to be interactive and participatory, and includes various learning tools to enable the participants to function effectively and efficiently. The course will use sessions, exercises, and case applications, and presentation about proven-by-practice methods, new insights and ideas that will grow the participant's strategic thinking skills.





Course Outline

THE CONTACT CENTRE OF THE FUTURE: TRENDS, OPPORTUNITIES AND STRATEGIES



Duration:
Five Days



Location:
TBD



Date:
TBD



STRATEGY AS CONTEXT

- ✓ Strategic alignment model and examples
- ✓ Technology's role in the centre
- ✓ Preparing for the future - Web 2.0 and the contact centre
- ✓ Sourcing strategies
- ✓ Building a technology plan



FOUNDATIONAL CHANGES AND PERFORMANCE MANAGEMENT TOOLS

- ✓ Transport - the shift from TDM to VoIP
- ✓ Applications - server-based applications
- ✓ Architectures - standards, web, and distributed architectures
- ✓ What these changes mean for business
- ✓ Performance optimization scorecards/dashboards
- ✓ Data and speech analytics and business intelligence
- ✓ Workforce management
- ✓ Quality monitoring and logging/call recording
- ✓ Voice of the Customer/Customer Satisfaction
- ✓ eLearning
- ✓ Technology performance monitoring and testing
- ✓ Performance suites and integration synergies



ROUTING

- ✓ Routing principles
- ✓ Routing options
 - Basic to robust
 - Single and multisite
 - Voice
 - Other media
- ✓ Multimedia routing
 - email
 - text chat
 - fax, mail
 - web calls





Course Outline

THE CONTACT CENTRE OF THE FUTURE: TRENDS, OPPORTUNITIES AND STRATEGIES



Duration:
Five Days



Location:
TBD



Date:
TBD

- ✓ Home agents and outsourcer integration
- ✓ Routing support for business continuity and disaster recovery
- ✓ Outbound calling
- ✓ Workflow and process automation and optimization



DESKTOP, BUSINESS APPLICATIONS AND DATA

- ✓ Desktop client
- ✓ CTI applications
- ✓ Customer Relationship Management (CRM)
- ✓ Knowledge Management and Wikis
- ✓ Unified Communications/Presence/IM
- ✓ Customer-enabled business processes (CEBP)
- ✓ Web 2.0/Social Media
- ✓ Consolidated desktop applications and analysis
- ✓ Integration



SELF SERVICE

- ✓ Options and capabilities
- ✓ Self-service strategy
 - Web
 - Interactive Voice Response (IVR)
 - Touch tone and Speech Recognition
- ✓ Voice response architectures
 - Touch tone
 - Speech
 - VoiceXML
 - Integration for assisted service
- ✓ Applying Technology in Your Center
 - Business cases
 - Finding the best fit vendors and solutions
 - Keys to successful planning and implementation
 - Getting your organization ready for technology change
 - Tools of the trade for technology projects





Course Name

**THE CONTACT CENTRE OF THE FUTURE: TRENDS,
OPPORTUNITIES AND STRATEGIES**

T H A N K Y O U

For any clarification or information. Please do not hesitate to contact us

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Email: info@boostuae.com



Follow us on social media and get
offers and discounts ...

