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PROGRAMME

Contact Centre Transformation

Contact centres can often be right at the heart of a business' customer management operations. With extensive knowledge and experience of contact centre environments across many different sectors, we can support the business with:

- Call Centre Optimisation – Inbound & Outbound
- Multi Channel contact centre environments, including voice, chat and social
- IVR planning
- ACD & hunt-group planning
- Business Process Outsourcing
- Dialler management, including set-up and rules
- File Management
- Outsourcer management
- Workflow planning
- Agent scripting
- Training, including:
 - ◇ Communications skills
 - ◇ Sales/ Negotiation skills

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