

Customer Care Executive (Call Center)

CURRICULUM/SYLLABUS

This program is aimed at training candidates for the job of a “Customer Care Executive”, in the “Telecom” Sector/Industry and aims at building the following key competencies amongst the learner

1. Customer Service support	4. Proactive Selling
2. Resolve Queries	5. Reporting
3. Develop relationship with the customer	6. Communication Skills

This course encompasses 5 out of 5 National Occupational Standards (NOS) of “Customer Care Executive (call Centre)” Qualification Pack issued by “Telecom Sector Skill Council”.

S. No	Topic/Module	Duration (in Hours)	Key Learning Outcomes	Corresponding NOS Code
1	Introduction		Understanding the job roles and importance of once role in the organization, with knowledge on telecom Industry	TEL/N0100/N0102/N0104
2	Call Centre Specific Concepts		Understand different types of stakeholders and their roles while Gaining knowledge about products and services offered to customers	TEL/N0100 TEL/N0101 TEL/N0102 TEL N0102 TEL/N0104
3	IT Skills and Typing		IT skills necessary to enter, retrieve and document information and To enhance typing speed and ability	TEL/N0100 TEL/N0101 TEL N0102 TEL/N0103 TEL/N0104
4	Language Skills		Language skills elaborates on writing, reading, speaking and listening skills to enable effectiveness	TEL/N0100 TEL/N0101 TEL N0102 TEL/N0103 TEL/N0104
5	Attend/Make customer calls		Know the types of Call, Understand how to open and answer a call Working with CRM, Basic etiquettes required during calling and Learn about different types of customers in order to understand them	TEL/N0100 TEL/N0101 TEL N0102
6	Resolving customer query, request, complaint		Understand the concept of query, request and complaint, To know the parameters of verification of customers, Addressing	TEL/N0100 TEL/N0101 TEL N0102

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			customer's QRC on the basis of categorisation	TEL/N0104
7	Develop customer relationship		Understand the concept of customer relationship, customer categorisation, customer feedback, customer satisfaction and its importance and To learn the importance of introducing new products and services	TEL/N0102 TEL/N0101 TEL/N0104
8	Report and Review		Understand the role of key stakeholders and concept of reports and review and Understand and practice how to review self respect with superiors	TEL/N0103
9	Proactive Selling		Learn how to probe customers to understand their buying behaviour and needs. Learn how to navigate through customer's account history to identify the usage pattern	TEL/N0104
10	Wrap Up and Integration		Introduction to interview	

This syllabus/ curriculum has been approved by Telecom Sector Skill Council