

Online Call Centre Training

Short Course Advance Certificate (14 weeks)

Call centre agent is a person that represents the company through handling incoming and outgoing calls. Depending on the business they are in, it is possible for them to handle account inquiries, customer complaints or support issues. As call centre agents are considered as representatives of a company, they must be trained to make sure they are representing the company well. Learn the necessary skills through this advanced call centre course we are providing and become a professional call centre agent.

Contact us / What'sapp Business: 0718374853 for more information



Online Training

What Modules are Covered

- ❖ Emotional intelligence
- ❖ Anger Management
- ❖ Lean Process Improvement
- ❖ Telemarketing
- ❖ Sales and Customer Service for Call Centre Agent
- ❖ Overcome objections to nail a sale.
- ❖ Dealing with difficult people
- ❖ Critical Thinking
- ❖ Building a Brand on Social Media
- ❖ Negotiate for results
- ❖ Selling Smarter
- ❖ Touch typing Skills
- ❖ Core Essential for Business Professional : Ms Project
- ❖ Core Essential for Business Professional : Ms word
- ❖ Core Essential for Business Professional : Ms Outlook
- ❖ Core Essential for Business Professional : Ms Excel

Investment

- ❖ Required investment to enrol for the Online Short Course Diploma : R 3400
- ❖ R 1000 deposit before commencing the training
- ❖ R 800 instalment for 3 months
- ❖ Training time frame : 14 weeks .

Process

- ❖ A login details will be provided to access your training upon your investment via our LMS.
- ❖ Your activities will be submitted online for marking purpose.
- ❖ Your diploma will be issued.

Banking Details

Bank Account : Cornerstone Supreme
Bank : FNB
Account : 62653109283
Reference : Use your name as reference

School Credential

Service Provider : Cornerstone Supreme
SETA Accreditation : 12255
BANKSETA Accreditation : Bank-Corne180502

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