

Call Centre Standard Operating Procedures - 2022

Purpose of the Call Centre

Why do we have a Call Centre; what is the role of the Call Centre in our customer relationships?

The purpose of the Call Centre is to impart information to our internal and external customers, regarding anything related to CPUT, in a professional and friendly manner, thus alleviating queries directed to faculties and departments.

Description of Call Centre operations

The Call Centre operates from 07:30 – 16:30 from Monday to Thursday, and from 08:00 – 16:00 on Fridays.

The Call Centre does not operate on weekends, public holidays and when the Institution is closed.

When there is a high volume of emails, overtime is considered, and agents are compensated with time off.

The Call Centre services its customers via telephone and e-mail.

The Call Centre uses the ITS system and the CPUT website, as well as information received by the faculties and departments to service our customers.

Organisational structure of the Call Centre

The Call Centre is comprised of a Call Centre Supervisor and Call Centre Agents, made up of permanent staff members and student interns. The Call Centre Supervisor reports directly to the Director of the Marketing and Communication Department.

Job descriptions within the Call Centre

The Call Centre Supervisor is responsible for the following:

- Identifying patterns in call volumes throughout the year and adjusting the staff complement appropriately.
- Recruitment of contract employees.
- Ensuring the operational functionality of the Call Centre.
- Attending regular meetings with service providers.
- Attending quarterly Students Administration Committee meetings with the Director; Marketing and Communication
- One-on-one meetings with the Call Centre Agents to review their recent performance.

Contact Center Procedures Manual

New York (State).



Contact Center Procedures Manual:

Monthly Catalogue, United States Public Documents ,1979 **Law Office Policy & Procedures Manual** Howard I. Hatoff,Robert C. Wert,2006 This manual helps medium and large law firms increase productivity by providing a model manual for law office policies and procedures The book an updated and expanded version of the previous fourth edition is divided into seventeen sections covering such topics as law office organization management and administration support personnel office polices personnel policies and benefits office security and emergency procedures financial management file systems technology and communications systems The book contains numerous sample forms and documents as well as extensive bibliographies A CD containing the entire text of the manual is included allowing customization of the manual for particular user needs *Co-Engineering Applications and Adaptive Business Technologies in Practice: Enterprise Service Ontologies, Models, and Frameworks* Ramanathan, Jay,Ramnath, Rajiv,2009-03-31 Provides knowledge that forms the basis for successful co engineering of the adaptive complex enterprise for services delivery Audits of Service-center-produced Records American Institute of Certified Public Accountants. Auditing Standards Division,1974 **Federal Register** ,1976

Training Manual United States. War Dept,1925 United States Army Training Manual U.S. Adjutant-general's office,1925 New York Court of Appeals. Records and Briefs. New York (State)., The Massachusetts register ,1997

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Contact Center Procedures Manual Book Review: Unveiling the Power of Words

In a global driven by information and connectivity, the power of words has be evident than ever. They have the ability to inspire, provoke, and ignite change. Such could be the essence of the book **Contact Center Procedures Manual**, a literary masterpiece that delves deep in to the significance of words and their effect on our lives. Compiled by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we shall explore the book is key themes, examine its writing style, and analyze its overall impact on readers.

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