

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.

Call Center Procedures Manual

Chao Zhang



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