

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

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Contact Center Procedures Manual:

Monthly Catalog of United States Government Publications ,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 **New York Court of Appeals. Records and Briefs.** New York (State)., Training Manual United States. War Dept,1925 "*Code of Massachusetts regulations, 2011*" ,2011 Archival snapshot of entire looseleaf Code of Massachusetts Regulations held by the Social Law Library of Massachusetts as of January 2020 **The Massachusetts register** ,1997 "**Code of Massachusetts regulations, 2013**" ,2013 Archival snapshot of entire looseleaf Code of Massachusetts Regulations held by the Social Law Library of Massachusetts as of January 2020 "Code of Massachusetts regulations, 2015" ,2015 Archival snapshot of entire looseleaf Code of Massachusetts Regulations held by the Social Law Library of Massachusetts as of January 2020 **CMR** ,2020 Archival snapshot of entire looseleaf Code of Massachusetts Regulations held by the Social Law Library of Massachusetts as of January 2020 "**Code of Massachusetts regulations, 2016**" ,2016 Archival snapshot of entire looseleaf Code of Massachusetts Regulations held by the Social Law Library of Massachusetts as of January 2020 "*Code of Massachusetts regulations, 2012*" ,2012 Archival snapshot of entire looseleaf Code of Massachusetts Regulations held by the Social Law Library of Massachusetts as of January 2020 "**Code of Massachusetts regulations, 2014**" ,2014 Archival snapshot of entire looseleaf Code of Massachusetts Regulations held by the Social Law Library of Massachusetts as of January 2020 *California. Court of Appeal (3rd Appellate District). Records and Briefs* California (State)., *California. Court of Appeal (2nd Appellate District). Records and Briefs* California (State)., Number of Exhibits 6 **United States Army Training Manual U.S. Adjutant-general's office**,1925 The Upjohn Company v. New Hampshire Insurance Company, 438 MICH 197 (1991) ,1991 86906 86911 **Government Reports Announcements & Index** ,1994-08

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The Space Shuttle Decision Dec 31, 1971 — ... THE SPACE SHUTTLE DECISION the University of Michigan's Department of Aerospace Engineering, the librarian Kenna Gaynor helped as well ... contents Space Shuttle: The Last Moves. The Hinge of Decision. Loose Ends I: A Final Configuration. Loose Ends II: NERVA and Cape Canaveral. Awarding the Contracts. The Space Shuttle Decision By T A Heppenheimer - NSS As space resources are discovered and developed more and more people will find it advantageous to live and work in space, culminating in a sustainable ecosystem ... The Space Shuttle Decision: NASA's... by Heppenheimer, T A This is a detailed account of how the idea of a reusable shuttle to get people into low Earth orbit, evolved from the Werner Von Braun influenced articles in ... The Space Shuttle Decision: NASA's Search for a ... The OMB was a tougher opponent. These critics forced NASA to abandon plans for a shuttle with two fully reusable liquid-fueled stages, and to set out on a ... The Space Shuttle Decision: Chapter 1 The X-15 ascended into space under rocket power, flew in weightlessness, then reentered the atmosphere at hypersonic speeds. With its nose high to reduce ... The Space Shuttle Decision: NASA's Search ... - Project MUSE by A Roland · 2001 — what kind of shuttle to build. The first decision replaced the Apollo program's Saturn rocket with a reusable launch vehicle intended to lower costs,. The Space Shuttle Decision: NASA's Search for a ... The Space Shuttle Decision: NASA's Search for a Reusable Space Vehicle Issue 4221 of NASA SP, United States. National Aeronautics and Space Administration space shuttle decision The Space Shuttle decision - NASA's Search for a Reusable Space Vehicle (The NASA History Series NASA SP-4221) by T.A. Heppenheimer and a great selection of ... The Space Shuttle Decision: NASA's Search for a ... This book portrays NASA's search for continued manned space exploration after the success of Apollo. During 1969, with Nixon newly elected and the first ... Understanding mass balance for food compliance Nov 6, 2022 — Mass balance, in relationship to food production, can be defined as being the ability to account for all quantities of raw materials, waste, ... Tolerance on Mass Balance for Recall/withdrawal for BRC Aug 3, 2016 — Tolerance on Mass Balance for Recall/withdrawal for BRC - posted in BRCGS ... For example, if you have used 100 Kg of raw materials and 1000 donut ... BRC Auditing - What To Expect Under Food Issue 8 Oct 17, 2019 — The mass balance is the quantity of incoming raw material against the quantity used in the resulting finished products, taking process waste and ... The Mass Balance Approach in Feedstock Substitution An established method to foster sustainability in existing

infrastructure · Benefits of the Mass Balance Approach · Biomass balance and ChemCycling · ChemCycling ... 8. Mass Balance Mass-balance analysis may also be referred to as. "Material Flow Analysis" or "Substance Flow Analysis." Table 8.1 provides several examples of possible inputs,. Mass Balance Approach in the Chemical Industry The mass balance Approach (MBA) is a process for determining the use of chemically recycled or bio-based feedstock in a final product when both recycled and ... BRC 3.9.2 Trace Exercise Sample Procedure to conduct a mass balance check · 1. Select a raw material lot number used in a finished product made within the last 6 months. · 2. Review storage ... UNDERSTANDING VULNERABILITY ASSESSMENT Table 6 provides examples of PRNs for different raw materials. Table 6 Priority ... Mass balance exercises at critical points in the supply chain - the mass ... ISSUE 8 FOOD SAFETY - Frequently Asked Questions - a worked example from the raw material supplier, which ... to conduct a mass balance test every 6 months for each claim or a single mass balance test every. Joining the Conversation: A Guide and Handbook for Writers Palmquist's Joining the Conversation helps you develop the critical thinking skills to respond thoughtfully to the complex, sometimes contentious conversations ... Joining the Conversation: A Guide and Handbook for Writers Joining the Conversation: A Guide and Handbook for Writers [Palmquist, Mike] on Amazon.com. *FREE* shipping on qualifying offers. Joining the Conversation: ... Joining the Conversation: A Guide and Handbook for Writers Thoroughly revised, the fifth edition includes new student projects and a new chapter that explores the roles writers take on in their documents, empowering ... Joining the Conversation: A Guide and Handbook for Writers Book overview. Joining the Conversation empowers you to make informed decisions about every aspect of the writing process. Palmquist & Wallraff, Joining the Conversation Comprehensive assignment chapters span reflective, informative, analytical and persuasive writing, following real students throughout their writing processes. Joining the Conversation: A Guide for Writers... - ThriftBooks Book Overview. Don't let writer's block get the best of you. Joining the Conversation encourages you as a writer with smart and friendly advice applicable for ... A GUIDE AND HANDBOOK FOR WRITERS W/2020 APA ... JOINING THE CONVERSATION: A GUIDE AND HANDBOOK FOR WRITERS W/2020 APA UPDATE(EBOOK) AND ACHIEVE. Home » E-books & Codes · JOINING THE CONVERSATION: A GUIDE ... Joining the Conversation: A Guide and Handbook for ... Joining the Conversation: A Guide and Handbook for Writers by Palmquist, Mike; Wallraff, Barbara - ISBN 10: 1319055540 - ISBN 13: 9781319055547 ... Mike Palmquist | Get Textbooks Joining the Conversation at Arizona State University(2nd Edition) A Guide and Handbook for Writers Second Edition (2015) by Mike Palmquist, Barbara Wallraff