

Call Center Standard Operating Procedure

[company logo]

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Purpose

To prepare new hires for a call center environment by providing them with training programs and call-taking procedures.

Scope

This standard operating procedure is intended for all the new call center agents who will undergo customer service training, simulated calls, and learning certain software programs.

Definition

Simulated Calls : it is a call assessment where employers will evaluate the candidates who are applying for a call center job.

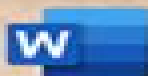
Customer Service : it is a one-on-one interaction between a client and call center agent who will provide support to the client or offer products and services.

Responsibility

Team Leader/Supervisor

Responsible for monitoring the performance of the call center agents and

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Call Center Procedure Manual

Rosina Ehmman



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