

## How to be a great call center representative

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### Abstrak

Give your front-line call center staff the training they need! With *How to Be a Great Call Center Representative*, call-center staff will learn what technology-based customer service is all about, including the history, terminology, legislation, and technology options. This book is designed to supplement and enhance the industry-specific policies and procedures plus local, state, and federal guidelines to which a call center staff must adhere. Filled with exercises and self-assessments, the course presents specific, practical strategies for improving listening skills, building trust with customers, problem solving, and decision-making--all within the context of a busy call center. *How to Be a Great Call Center Representative* provides all the tools needed to be confident in handling customers and building a foundation for future growth and advancement. Readers will learn how to:

- ? Identify the roles and responsibilities of a call center staff ?
- Prepare yourself to deliver quality service ?
- Learn to communicate successfully ?
- Identify current legislation, terminology, and technology affecting call center staff ?
- Develop skills for building trust ?
- Enhance telephone verbal skills and vocal quality ?
- Build problem solving and decision-making skills ?
- Learn to handle difficult customer situations ?
- Improve your time-management and multitasking skills ?
- Identify ways to control your stress level ?
- Learn to recover from mistakes?yours and your customer?s.

This is an ebook version of the AMA Self-Study course. If you want to take the course for credit you need to either purchase a hard copy of the course through [amaselfstudy](#).