

CONTACTSPUS TRAINING CATALOGUE



Contacts Plus



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Dear Client

A business is strong as its people. At ContactsPlus, we believe that responsive, customized, need-based training makes the difference between a good workforce and a great one.

ContactsPlus provides employee vocational training that can elevate performance across the board, from new employees to skilled veterans and management based on best practices and hands-on experiences.

To optimize that momentum, and ensure the stability of your organization today and tomorrow, you need to invest in the most precious assets; people who makes the difference – the branding image.

ContactsPlus results-oriented training and flexible learning options will advance the capabilities of your contact center team. Our training is:

Expert-Led

ContactsPlus courses reflect the knowledge and experience gained from over 30 years of successful contact center training.

Full-Service

Our courses cover topics in every contact center role, so you can overcome obstacles at any level.

Sincerely,

Walid Sherif

A handwritten signature in black ink that reads "Walid Sherif". The signature is fluid and cursive, with a large, sweeping initial "W" that extends over the first few letters of the name.

Managing Director

We are spirited organization that was established in 2004 in Egypt with an ultimate goal to serve MENA and Gulf Regions. Our edge is to integrate and harmonize the business pillars: People, Process and Technology to create and sustain seamless customer experiences through touch points (blend rational and emotional branding). ContactsPlus head office is located in Dubai – UAE, with a branch in Egypt and re-sellers in the Gulf Region.

We believe in our slogan “Serving with ... Passion”. It is the differentiating factor in delivering excellent business results in today’s challenging market. We will partner with you in formulating your Strategy, deploying state-of-the-art Technology, generating the preminent productive Ergonomics, nurturing a culture of continuous learning, acquiring & retaining the best employees for today’s vibrant environment and empowering & energizing the competent Human Capital – the most important pillar – which will drive the business arena.

We are the sole agent o BenchmarkPortal in MENA area



Banks who trusted us



Companies who trusted us



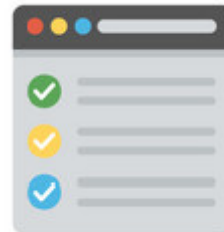
ContactsPlus is committed to providing vocational training that will benefit employees and organization by improving performance and efficiency. We work with clients to assess needs and customize the best solution for them. We respect the valuable time of our clients and emphasize the creation of training plans that have a minimal impact on a company's daily operations. Our system involves five key stages



1 Understanding clients' needs for each project

2 Understanding the competency development areas of the participants

3 Developing a joint team for the project



5 Delivering training with accelerated learning techniques related to real-world

4 Designing and developing materials

1 2 Diagnostic (2 days)

Exploring Visit We spend a whole day at your place of business, identifying key people, interviewing managers, surveying employees, and talking with you about your training needs. We want to understand your strategic goals, gauge your HR challenges, identify skill gaps, and find out what's holding your business back from being even more profitable.

Deep Dive visits: co-pilot side-by-side (live navigation) with agents during the operations shift in the premises to understand the business model along with customer journey, products and services mix. Listen to sample of calls recording to assess and evaluate the competencies levels of services (current level of Attitude, Skills and Knowledge). Review the current scorecard calls monitoring sheet along with QA lifecycle. Review current Workforce Management Lifecycle, tools and KPI's

Evaluation and healthy Check Up

After three months from the training delivery program is completed, ContactsPlus team we visit the team to review and compare the agents performance before and after training through feedback roadmap and discuss further Improvements and or initiatives with the management team. We look for a long lasting partnership and win win relationship with your esteemed organization.



Manager Certification



TRAINING OBJECTIVES

Our Contact Center Management Training Course is composed of ten information-rich modules that include learning activity “case studies” that focus on practical problem solving and current call center best practices. The curriculum, which was originally developed by Dr. Jon Anton of Purdue University, has been expanded and updated by Bruce Belfiore, Chancellor of the College, Jose Perez, Dean of the College, and their staff of industry experts.

- Leadership & Organization
- Data Analytics
- Human Resources
- Agent Satisfaction
- Customer Satisfaction
- Basic Workforce Management
- Quality & Call Monitoring
- Coaching For Performance
- At-Home Agents
- Benchmarking

Our Contact Center Manager Training Certification will equip you with the skill set you need to improve your center’s performance. You will be able to return to your business and drive effective change for your contact center and use best practice methods validated by BenchmarkPortal.

- Learn best practices and cutting-edge trends as you benefit from the expertise of our training team
- Enjoy valuable networking opportunities with your peers
- Share experiences with other call center professionals and learn how they meet daily challenges
- Learn how to implement improvements that will reduce cost and increase productivity
- Apply your BMP training to make a real difference at your company

We offers one of the most highly regarded management certification programs in the country, led by the industry’s top-rated instructors, with over 150 years combined experience.



For All Management Staff



5 Days Course



On-Site and Virtual



Supervisor Certification



TRAINING OBJECTIVES

Our Contact Center Supervisor Training Course is composed of seven information-rich modules that include learning activity "case studies" that focus on practical problem solving and current call center best practices. The curriculum, which was originally developed by Dr. Jon Anton of Purdue University, has been expanded and updated by Bruce Belfiore, Chancellor of the College, Jose Perez, Dean of the College, and their staff of industry experts.

- Leadership as a Supervisor
- Coaching Basics
- Time Management
- Coaching and Development
- Listening & Communication
- Teamwork
- Employee Engagement

This Supervisor Certification course covers the ingredients for great supervisors and exceptional supervisor-led teams. The course both makes the participant step back and look at the supervisor role from a higher level, and explores the day-to-day interactions that make all the difference for success.

As a result of this course, participants should:

- Gain added insights on their leadership role as a contact center supervisor
- Understand what motivates agents to perform at their best
- Hone time management skills for the benefit of agents and the team
- Be able to explain and implement best practices goal setting
- Identify listening skills and communication styles that are key to smooth functioning of supervisor teams
- Learn how to organize and execute coaching sessions
- Understand how to optimize agent performance
- Know how to build effective teams that engage agents and produce superior results...and more.



For All Supervisors/Coaches



5 Days Course



On-Site and Virtual



Agent Certification



TRAINING OBJECTIVES

Our Contact Center Supervisor Training Course is composed of eight information-rich modules that include learning activity "case studies" that focus on practical problem solving and current call center best practices. The curriculum, which was originally developed by Dr. Jon Anton of Purdue University, has been expanded and updated by Bruce Belfiore, Chancellor of the College, Jose Perez, Dean of the College, and their staff of industry experts.

- The Mission of Agents
- Role of an Agent
- Pandemic Special Supplement
- Agent Skills
- Complaint Handling
- At Home Agents
- The Customer is Ready ... Are You?

This course teaches the skills and tools needed to be a successful contact center agent. After completing this course agents will have insight into:

- Understanding the business objectives of your Center, strategies and mission statements
- What consumers think and how to create customer loyalty
- Service behaviors and skills that make for a great customer experience
- What poor and WOW service looks and sounds like
- Listening, questioning and communication skills, and proper phone techniques
- Handling customer complaints, diffusing anger and negotiation
- Importance of good communication and vocal quality
- The impact of attitude and being a positive force within your work team
- Tips and tools for working at home as a contact center agent
- A special supplement focused on working during a pandemic or other emergency



For All Agents (Experienced Professionals or New Hires)



5 Days Course



On-Site and Virtual



Quality Assurance Certification



The call center quality assurance training workshop is designed to meet the needs of the Director, Manager or Quality Analyst responsible for delivering a “best-in-class” quality monitoring and coaching program.

Attendees will leave with the framework for their center ready for implementation.

The quality assurance workshop will provide participants with an understanding of the crucial elements in building an effective and efficient program that meets the strategic needs of the organization. Those goals and/or needs may be focused on Cost, Service, Sales or Marketing.

TRAINING OBJECTIVES

Participants will gain an understanding of the specific requirements necessary to build a “best-in-class” quality monitoring and assessment process. This approach is designed to meet the needs of the enterprise, the center, the agents and the callers. Participants will identify those agent behaviors that provide an excellent customer experience, i.e., reduce the customer effort to solve their problem, answer their question and drive loyalty. From this knowledge comes the development of the assessment processes, form for assessment and the scoring metrics that will measure the result. Participants will explore the issues relating to calibration of the assessment and scoring processes, and how to deliver appropriate recognition and reward for those involved in the process. This workshop will provide real-life example and exercises that will allow participants to assess the current programs, make adjustments or develop an entirely new program that meets the needs of all stakeholders.

- Why Quality Assurance Programs
- Creating a QA Program
- Creating a Behavior-Based QA Monitor Form
- Scoring, Weights, and Measures
- The QA Process
- Voice of the Customer
- Technology



For All Call Center Quality Assurance Staff



3 Days Workshop



On-Site and Virtual



Workforce Management Certification



TRAINING OBJECTIVES

- Introduction to WFM
- You and Your Center
- Metrics and Interrelationships
- Components of WFM
- Data Gathering
- Forecasting
- Planning & Scheduling
- Real-Time Optimization
- Analyze

Workforce Management workshop covers the entire process – from the gathering of data to how to forecast, schedule and estimate your budget. We include lessons that benefit attendees from any size organization, large and small. Participants will learn:

- What processes make up the foundation of an effective call center WFM practice
- Components of a realistic WFM Strategy
- The terminology used in WFM
- How to gather the right data at the right time to optimize call center scheduling and staffing
- Learn about the different phases of forecasting, planning, optimizing and analyzing
- What must be done right during the Planning phase and its requirements
- What are the Key factors impacting Forecasts & Schedules
- Build your own Utilization calculator and Calculate your own Shrinkage
- Options for building staff plans that meet budgeting and scheduling needs
- Creating an effective daily schedule
- Top Trends in WFM
- A change management approach that helps overcome the “Big Brother” syndrome too often associated with Workforce Management



For All WFM Staff



3 Days Workshop



On-Site and Virtual

Other vocational training courses offered by ContactsPlus in association with College of Call Center Excellence - USA

- Certified Call Center Outbound Agent Program
- Customer Satisfaction Certification
- Certified Quality Excellence Auditor
- Leadership and Organizational Certification
- HR Lifecycle in Call Centre Certification
- Certified Call Center Coach
- Certified Call Center Trainer



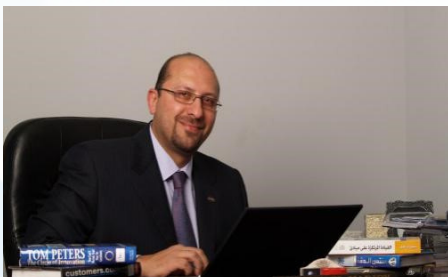
College of Call Center Excellence

ContactsPlus

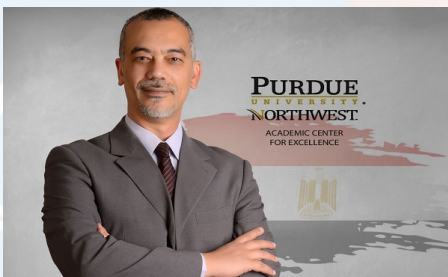
Serving With Passion

YOUR SOURCE FOR CONTACT CENTER SUCCESS!

CONTACT US TO GET STARTED TODAY



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