BUS 198: Computer Information Systems in a Call Center

This course is a "hands-on" introduction to the computer systems used in a typical call center. Topics include computer fundamentals, basic hardware, and specific software applications common to the call center industry. Working within a customer information database and basic keyboarding will also be a component of this course.

Credits: 3

Lab Hours: 0

Lecture Hours: 3

Prerequisites:

Instructor approval and minimum WorkKeys levels.

Program: Business