BUS 199: Call Center Operations

This course is an introduction to the call center environment. Topics include call center organizational structures, terminology, how calls are screened and routed, basic telephone functions, and the call flow process. Also included is an overview of customer service and the competitive advantage in the marketplace and performance measures used in typical call centers.

Credits: 2
Lab Hours: 0
Lecture Hours: 2
Prerequisites:
Instructor approval and minimum WorkKeys levels.
Program: Business