

# Call Center

Course Length: ½ Day

**Prerequisites:** None.

## Course Content

### **Unit 1: Telephone service fundamentals**

**Topic A:** Good telephone service

**Topic B:** Attitude and interpersonal skills

**Topic C:** Greeting customers

### **Unit 2: Effective call handling**

**Topic A:** Identifying customer needs

**Topic B:** Handling difficult calls

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*If you have any questions about this course, please call CompuTrain at (713) 349-9186.*