



CRM Domestic (Voice)

Duration: 3 Months | QP Code: QP Code- SSC/Q2210

Module 1: Introduction to the Course

16 hrs

In this Module the students will be given an Introduction about SDI, the various courses and the course that they have enrolled into. Students will get an overview of the IT-ITes Sector and about the CRM Domestic Voice and the role they will play in an organisation after the completion of the course.

Topics Covered:

- Role and Responsibilities of CRM Domestic Voice
- Introduction to the Training Program
- Introduction to the IT-ITes Sector

Module 2: MS Word

48 hrs

Microsoft Word is a word processor developed by Microsoft. We can do our personal work, business, and office. In this Module the students will be given an overview of the different features of Microsoft Word. Students will learn to use Microsoft Word to produce professional-looking documents. The students will learn to work with the environment of Microsoft Word, create and manage documents professionally.

Topics Covered:

- Introduction to MS Word
- Create and Manage Documents
- Format Texts and Paragraphs
- Create Tables and Lists
- Create and Manage References
- Insert and Format Smart Art Graphics
- Mail Merge Operations
- Create and Customize Charts

Module 3: MS Excel

64 hrs

Excel is an incredibly powerful tool for getting meaning out of vast amounts of data. But it also works well for simple calculations and tracking almost any kind of information. Once we put data in our cells and group them in rows and columns, that allows us to add up our data, sort and filter it, put it in tables, and build great-looking charts. Students will receive an overview of the interface and learn the various methods for entering and editing data.

Topics Covered:

- Manage Workbook Options and Settings
- Apply Custom Data Formats and Layouts
- Create Tables
- Perform Operations with Formulas and Functions
- Create Charts and Objects
- Create Advanced Formulas
- Create Advanced Charts and Tables
- Data Validation
- Pivot Tables and Charts

Module 4: MS PowerPoint

48 hrs

Microsoft PowerPoint is a presentation tool that supports text, shapes, graphics, pictures, and multimedia along with integration with other Microsoft Office products like Excel. This module will give you enough understanding on MS PowerPoint with the essential skills needed to create, edit and present professional looking presentations using text, tables, diagrams, charts and pictures as well as providing presentations tips.

Topics Covered:

- Manage presentations
- Manage slides
- Insert and format text, shapes, and images
- Insert tables, charts, smart art and media
- Apply transitions and animations

Module 5: Basics of MS Access and MS Outlook

32 hrs

Following topics will be covered.

Topics Covered:

- Introduction to MS Access
- Create and modify databases
- Create & manage tables
- Create and modify fields
- Create a query
- Create a form
- Create a report
- Introduction to MS Outlook
- Customize settings
- Configure mail settings
- Create and format messages
- Organize and manage messages
- Create and manage calendars
- Create appointments, meetings, and events
- Create and manage contacts

Module 6: Basics Of Computer

40 hrs

This module covers all the basic fundamentals that an individual needs to know about computer and to use for official work.

Topics Covered:

- Introduction to computer: history and generations of computer, applications, types of computers
- Instructions to computer: representation of data, processing of data, processing speed factors
- Input and output devices - use, working and types
- Computer memory and different data storage devices
- Introduction to internet, www and web browsers
- Creating and using Gmail
- Basics of network, types of networks

Module 7: Make Outbound Calls to Customer

64 hrs

This module covers all the basic knowledge that a trainee needs to be aware before joining a job as a Customer Care Executive or a tele caller. In this module we will learn the terms used in a BPO (Tele caller Organisation) and the rules and regulations while taking incoming calls or making an outgoing call to customers and the different types of customers we are going to face while working in that particular environment.

Topics Covered:

- Common vocabulary for domestic BPO
- How to make a good first impression
- How to open and close a call
- Introducing yourself to customers in an inbound call, teleselling calls, collection calls
- What constitutes strengths and how to overcome weakness
- Importance of meeting and greeting
- Giving and receiving compliments and comments
- Call flow (routing)
- How to take a call
- Information security and client confidentiality
- Call centre metrics & how to calculate ACHT
- External and internal customers
- Customer expectations and how to meet them
- Customer service and general courtesies
- Telephone etiquette
- First call and follow up call

- Handling a confused customer
- Servicing a demanding and cost-conscious customer
- Servicing an irate customer
- Open ended, closed ended and probing questions
- Handling complaint
- Dealing with issues outside the area of competency

Module 8: Manage Your Work To Meet The Requirements

48 hrs

This module covers all the basic ethic and culture that an individual needs to maintain to sustain in that environment while in an organisation or any type of work place.

Topics Covered:

- Manage your work to meet the requirements
- Code of conduct of a CCE
- Organisational procedures and policies
- Planning and organising
- Working effectively in team
- Core and generic skills to work effectively
- Communication
- Teamwork
- Safety
- 5S
- Etiquette
- Health and hygiene
- Personality development