

COHEN & KLEIN CONSULTING, INC.

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CALL CENTER & CONTACT CENTER MANAGEMENT COURSES

The most comprehensive training programs to improve efficiency and increase productivity.

The most practical and comprehensive training in an interactive classroom setting.

No.	CK	Duration	Course Name
1.	900	4 days	Call Center and Contact Center Procedures for Private and Public-Sector Corporations
2.	900A	4 days	Call Center and Contact Center Management Procedures for Utility Corporations
3.	2800	4 days	Call Center (Telemarketing) and Sales Procedures for Call Centers Front Line Staff
4.	5200	4 days	Call Center and Contact Center Management for Private and Public Corporations
5.	5200A	4 days	Call Center and Contact Management for Utility Corporations
6.	5500	4 days	Call Center Management for Private and Public Corporations
7.	5600	4 days	Customer Service and Call Center Procedures for Customer Service Employees, as well as Collectors, Sales, Marketing, Credit and Back Office Employees
8.	*6348	4 days	Business Processing Outsourcing Management for Managers and Supervisors
9.	*6349	4 days	Business Processing Outsourcing Management for New and Experienced Call Center Agents
10.	6467	4 days	Client Services Management
11.	6399	4 days	Call Center Supervisory Management
12.	6525	4-days	Project Management for Call Centers and Contact Centers
13.	6542	4-days	Risk Management for Call Centers and Contact Centers
14.	6555	4-days	Crisis Management for Call Centers and Contact Centers
15.	6568	4-days	Business Contingency Management for Call Centers and Contact Centers
16.	6624	4-days	Contact Center (Call Center) Operations Management

No.	CK	Duration	Course Name
17.			
18.			
19.			
20.			

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