



ACE  
INTERNATIONAL  
EDUCATION



# Diploma in Call Centre Management



## Quality Education: Learning Today for a **Better Tomorrow.**

Learn the art and science of contact centre management. Hone tactical skills you can utilize every day. Jump-start your center's improvement initiatives. And, earn the industry's most prestigious credential.

Attend the most popular management certification programme in the call center industry. The curriculum focuses on comprehensive skills and knowledge necessary to manage a small, midsize, new, or challenged centre.

Course content covers tactical management responsibilities, from the most fundamental tasks of hiring, training, coaching, maintaining morale, forecasting, scheduling, and using performance metrics; all the way through quality assurance, cost management, strategy, leadership and more.

Each participant is put through the paces in this hands-on course, with self-assurance and confidence-building as instructional objectives. Hands-on tools, software, a forms library, benchmarks, and action plans used in class are packaged up for the participant to take back to the office so that newly learned skills and methods can be immediately applied.

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Shares what works.



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