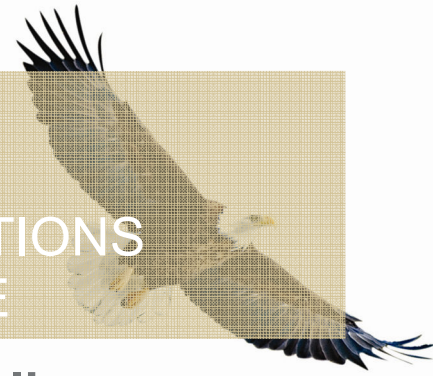




TRAINING

CONTACT CENTER SOLUTIONS
CENTER OF EXCELLENCE



The Training Excellence Program delivers a higher level of customer service with information your customers need, when they need it.

Our TEP methodology is designed to ensure up-to-date training with leading edge technology.

USA Locations

- Barbourville, Kentucky
- Chantilly, Virginia
- Fort Worth, Texas
- Wheeling, West Virginia

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Contact Center Solutions achieves high customer service ratings and retention by providing a comprehensive Training Excellence Program (TEP) for newly hired customer service representatives (CSRs). In addition to project training customized for each client program, new hires receive training in HR, operations and corporate practices — with an emphasis on the contact center environment. Experienced CSRs are also trained to handle more complex calls.

Training consists of both classroom and computer-based training (CBT) — however, most training is accomplished in our state-of-the-art facilities. Remote training is also available using a webinar product that allows instructors to monitor each employee’s input and actions as the training program proceeds. Instructors can see each computer and ensure that employees are viewing the correct material and actively participating in training. In both training environments — classroom and CBT— employees must successfully pass written exams and a training practicum (a staged practical situation) before being allowed to take a position in the contact center.

Additionally, refresher training is offered as an integral part of the *QualityFirst* and continual process improvement programs. As trends are identified through the quality assurance (QA) process, the need for follow-up training is determined.

If changes to the knowledge base signal a need for classroom training, knowledge management personnel work closely with client subject matter experts (SMEs) to develop and implement new training materials or curriculums the CSRs may require. Along with classroom-based refresher training, CSRs receive access to key information updates in the knowledge base. An internal document repository provides access to recently updated information for project content; policies and procedures; FAQs; desk aids and media alerts. The repository provides an easily accessible and understandable listing of changes that have occurred within the knowledge base and tracks each employee who has reviewed the changes.

TEP Curriculum

High-quality customer service across all customer access channels is accomplished through our comprehensive training curriculum for contact center employees. The program supports employees in building both customer contact skills and subject matter expertise.

All CSRs, supervisors and QA personnel are trained using the same course materials. Program support staff members receive training in specific functional areas as needed.

The training process, as shown in *Figure 1-1.*, includes three main phases — discovery, development and delivery.

