

BPO VOICE BUSINESS TRAINING

- 1 Name: BPO Voice Business Training.
 2. Sector: **Information & Communication Technology (ICT).**
 3. Code: **ICT 114**
 4. Entry Qualification: Students pursuing graduation from any Recognized College
 5. Terminal Competency: After completion of the training, participants would be able to get job in any service industry like Airlines / BFSL / ITES.
 6. Duration: 180 hours
 7. Contents given below.

Practical Competencies	Underpinning Knowledge(Theory)
	Life In BPO: <ul style="list-style-type: none"> • Understand concept of working across time • Keeping health while working in shifts • Managing time • Managing clients, customers & target
Speak Well: a) Grammar and Neutral English. b) Pronunciation. c) Sentence Formation and speech Fluency.	1) Detailed knowledge and usage of <ul style="list-style-type: none"> • Past, present & future continuous, perfect simple, perfect continuous tenses. • Affixes, active to passive, comparative & superlative adjectives and adverbs. • Phrasal and modal verbs, singular and plural nouns, direct to indirect speech. 2) Recognize and produce compound and complex sentences, quantifiers, appropriate usage of pronunciation, right pronunciation of words commonly used in a contact center. 3) Correction of MTIs and common errors, to correct errors to achieve neutral spoken English.
Service Well: <ul style="list-style-type: none"> • Understanding customer service processes and steps for services call. • Listening and understanding customer requirements. • Responding to different customer requirements. • Dealing with difficulties of customers. 	<ul style="list-style-type: none"> • Telephone etiquette • Importance of Customer Service • Understand Customer Service processes and steps for a service call • Listening and understanding customer requirements • Responding to different customer requirements. • Dealing with difficult customers
Speak Well: <ul style="list-style-type: none"> • Voice & accent practice • Market Survey. 	Speak Well: <ul style="list-style-type: none"> • Questioning Techniques • Selling and Cross Selling techniques based on target audience and situations and types of product.

<p>Dealing with customers:</p> <ul style="list-style-type: none"> • Importance of collections • Basic steps of a collection call • Managing your emotions • Dealing with challenging customers 	<p>Dealing with customers:</p> <ul style="list-style-type: none"> • Importance of collections • Basic steps of a collection call • Managing your emotions • Dealing with challenging customers
<p>Problem Solving Skill:</p> <ul style="list-style-type: none"> • Basic data analysis and problem solving skills • Logical reasoning 	<p>Problem Solving Skill:</p> <ul style="list-style-type: none"> • Basic data analysis and problem solving skills • Logical reasoning
<p>Team Work:</p> <ul style="list-style-type: none"> • Principles of team work • Do's and don'ts while working in a team 	<p>Team Work:</p> <ul style="list-style-type: none"> • Principles of team work • Do's and don'ts while working in a team
<p>Being Professional:</p> <ul style="list-style-type: none"> • Learning to keep emotions under control • Time management • Conflict management 	<p>Being Professional:</p> <ul style="list-style-type: none"> • Learning to keep emotions under control • Time management • Conflict management
<p>Typing Skill:</p> <ul style="list-style-type: none"> • Accurate typing of information while listening. 	<p>Typing Skill:</p> <ul style="list-style-type: none"> • Accurate typing of information while listening.

LIST OF TOOLS & EQUIPMENT:

- **Hardware:**

- 1.Server Computer (Latest configuration)
- 2.Multimedia Nodes (Pre-loaded Windows 2000 or latest)
- 3.Inkjet/Laser Printer
- 4.UPS

- **Software:**

- 1.Windows 2000
- 2.Microsoft Office 2003 Professional
- 3.Anti Virus Software (TVD/ Norton/Any popular brand)
- 4.Internet connection