



Call Center Edge™

Price Isn't Everything

So what is? Your call center agents are the key to finding out what's most important to each caller and showing them why you offer the best solution.

- Do your agents effectively identify customer needs?
- Do they create value for each caller before quoting rates?
- Do they confidently ask for the commitment?

If your agents don't do these things with each caller, you're losing business to your competition, and you're leaving money on the table. Let Signature Worldwide help.

We know call centers and we know how to teach new sales and service skills to agents. And unlike many training companies, we help agents integrate those new skills into their daily behaviors so performance and results change for the better.

We teach a simple Magic Formula for handling inquiries, improving caller experiences, and increasing conversion rates. Participants in our training program often see reductions in abandon rates, handle time and employee turnover.

Call Center Edge™ is different from other training programs. It's a comprehensive system that creates lasting improvements in the skills of your agents and immediate impact on customer service, conversion rates and revenues. How?

- We start with a thorough assessment of your current program and tailor **Call Center Edge** to your needs.
- We conduct dynamic and engaging on-site training events.
- We help your staff use their new skills every day with ongoing training, coaching and mystery shopping.
- We provide you with Web-based management reports that help you drive performance.

Description

In this one- or two-day session, Signature teaches customer service representatives a Magic Formula for handling inquiries, improving customer experiences and selling more.

Who Should Attend?

- Customer Service Representatives
- Call/Contact Center Agents
- Call/Contact Center Managers

Learning Objectives

Through a variety of techniques, including role-playing, attendees will learn when, how and why to:

- Establish rapport with potential customers
- Identify caller needs
- Build value before quoting rates
- Ask for a commitment.

