

Section V – Telesales Training

Most sale agents lose opportunity by having poor telephone manners and communication skills. INVATERRA's comprehensive telephone skills training course will serve as a solid foundation for call centre sales agents and ensure they handle themselves professionally and confidently to make the most of every opportunity.

The course is an amalgam of the following:

- Effectively Handling Inbound Sales Calls
- Outbound Sales Calls

Inbound Sales Program

This module will teach sales people the following skills and competencies:

- **Opening the Call**
Sales agents will interactively teach the required manner for answering calls and ensure that the caller remains confident and that their concerns will be handled in a professional and caring manner.
- **Appropriate Enquiring**
Without gathering appropriate information, errors in understanding can occur. This session will equip salespeople with the following skills: questioning; open and closed probes, and the understanding of when they are most apt to progress a conversation.
- **Active Listening**
Even over a telephone line it quickly becomes apparent when a salesperson is paying 'lip-service' to the interaction, rather than actively listening. Telesales people will be shown how to maintain full awareness of the gist of a conversation. Genuine Listening skills will allow the sales trainees to remain in control of the call.
- **Handling Objections**
When a salesperson demonstrates a feature, talks about a benefit or uses a sales closing technique, their customer may well respond in the negative sense, giving excuses or otherwise responding negatively. The response to this is to handle these objections. There are several methods for handling objections, the most suitable method of which is determined by the nature of your business, the type of customer you are speaking to, and the stage of the sales process.

Sample Training Manual For Call Center Operations

**United States. Adjutant-General's
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The Case Manager's Training Manual David W. Plocher, Patricia L. Metzger, 2001 Stem Cell and Bone Marrow Transplantation **Training Manual** United States. War Dept, 1923 **A Practical Guide to Call Center Technology** Andrew Waite, 2002-01-02 Get the most out of ACDs automatic call distributors and other complex systems in order to boost customer satisfaction and increase sales Includes three ready to use RFPs request for proposals for buying an ACD computer telephony system or recording **Training Manual** United States. Army. Signal Corps, 1925 *Plan and Operation of the National Survey of Ambulatory Surgery* Thomas McLemore, Linda Lawrence, 1997 *United States Army Training Manual* United States. Adjutant-General's Office, 1925 United States Army Training Manual U.S. Adjutant-general's office, 1925 **Seabee Combat Handbook, Volume 2, Training Manual (Traman), March 1996** ,1996 Comdex Call Center Training Course Kit (With Cd) Vikas Gupta, 2003-05-12 Comdex Call Centre Training Kit is a revolutionary 3 stage self learning system that covers the contents in sessions to give the readers a comprehensive exposure to the world of Call Centers These sessions help to initiate call center skills and further sharpen the acquired skills for becoming a seasoned call center executive The book contains a CD running an Accent Training Software Such an approach aids in finding any possible mismatch of acquired and desired skills It helps to practice hard on those areas **Call Center Operations** Charles E. Day, 2000 Annotation Optimize call center technologies and boost your bottom line Open up new sales opportunities and improve customer service with today s newest teleservice technologies Call Center Operations Profiting from Teleservices by Charles E Day puts at your fingertips everything you need to understand computer telephony integration assess available methodologies and pick the ones right for your business needs This hands on guide covers all the angles management and marketing issues such as business to business and business to consumer campaigns facility and people resources and call center organization network architectures including ISDN PBX ACD functionality local long distance and cable providers and more automatic and predictive dialing client server technology GUIs and legacy hosts call center software packages and systems workload management forecasting and staff schedule modeling and much much more **A Scenario-generation Package for Assessing and Training Leader Skills** Richard L. Wampler, 2004 **Design and Operation of the National Asthma Survey**, 2008 **Catalog of Hazardous and Solid Waste Publications** United States. Environmental Protection Agency. Office of Solid Waste and Emergency Response, 1995 **The Army Lawyer** ,2001 **Designing the Best Call Center for Your Business** Brendan Read, 2005-01-02 Designing the Best Call Center for Your Business examines all key aspects of opening and expanding a live agent call center with in depth coverage on facilities and workstation design site selection including communications and power backups f Examining Contractor Performance and Government Management of Retroactive Pay for Retired Veterans with Disabilities United States. Congress. House. Committee on Oversight and Government Reform. Subcommittee on Domestic Policy, 2009 Pesticide Applicator Training Materials ,1991

Managerial Accounting, EMEA Edition James Jiambalvo, 2019-10-15 To be a successful manager you need to understand how foundational managerial accounting concepts apply to the business world Managerial Accounting 7th edition helps students make direct connections between the classroom and the boardroom by presenting robust cases and managers' comments on real company issues Known for its You Get What You Measure framework this edition presents an updated focus on building students' decision making and critical thinking skills through incremental analysis and data analytics coverage Appropriate for both introductory and MBA Managerial Accounting courses Managerial Accounting 7th edition helps prepare students for their role as future leaders *Revenue Administration Handbook* Raúl Félix

Junquera-Varela, Cristian Óliver Lucas-Mas, 2024-03-20 Revenue Administration Handbook provides a comprehensive overview of the structure and management of tax and customs administrations covering topics such as tax policy design considerations that impact tax administration institutional setup and strategic planning analytical capacities and maturity models core business processes and tax sanctions It also presents pioneering work in the field of digital transformation and how to build data science capabilities including a roadmap for policy makers and tax officials on how to incorporate and manage disruptive technologies such as machine learning into building modern revenue administrations while taking into account their respective maturity levels This practical manual provides examples from real life World Bank projects so that policy makers tax officials information technology experts and information and communication technology providers can better understand the needs of revenue administrations to design and implement the most appropriate technology solutions This reference work is intended to serve as a tool to facilitate the progress and modernization of tax and customs administrations worldwide and to reach not only tax experts and policy makers but also other government officials businesses and academic communities as well as the larger public since all are relevant stakeholders with an active role in day to day revenue administration operations This is a very timely and useful reference for tax practitioners and stakeholders coming at a time when tax administrators continue to grapple with the challenge of how to accelerate the modernization of technology systems to remain effective in a rapidly advancing and technology driven business environment MOSES WASIKE Senior financial management specialist World Bank This is an impressive piece of work that pulls together many different strains on tax administration JEFFREY OWENS Director Global Tax Policy Center Vienna University Applying several technologies discussed in this handbook in an innovative manner will definitely help leapfrog countries to pursue a digital transformation agenda especially in the areas of efficiency productivity and citizen satisfaction **PHR and SPHR Professional in**

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