

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

Richard L. Wampler



Sample Training Manual For Call Center Operations:

This book delves into Sample Training Manual For Call Center Operations. Sample Training Manual For Call Center Operations is a crucial topic that needs to be grasped by everyone, from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into Sample Training Manual For Call Center Operations, encompassing both the fundamentals and more intricate discussions.

1. The book is structured into several chapters, namely:
 - Chapter 1: Introduction to Sample Training Manual For Call Center Operations
 - Chapter 2: Essential Elements of Sample Training Manual For Call Center Operations
 - Chapter 3: Sample Training Manual For Call Center Operations in Everyday Life
 - Chapter 4: Sample Training Manual For Call Center Operations in Specific Contexts
 - Chapter 5: Conclusion
 2. In chapter 1, this book will provide an overview of Sample Training Manual For Call Center Operations. This chapter will explore what Sample Training Manual For Call Center Operations is, why Sample Training Manual For Call Center Operations is vital, and how to effectively learn about Sample Training Manual For Call Center Operations.
 3. In chapter 2, this book will delve into the foundational concepts of Sample Training Manual For Call Center Operations. This chapter will elucidate the essential principles that must be understood to grasp Sample Training Manual For Call Center Operations in its entirety.
 4. In chapter 3, the author will examine the practical applications of Sample Training Manual For Call Center Operations in daily life. The third chapter will showcase real-world examples of how Sample Training Manual For Call Center Operations can be effectively utilized in everyday scenarios.
 5. In chapter 4, this book will scrutinize the relevance of Sample Training Manual For Call Center Operations in specific contexts. The fourth chapter will explore how Sample Training Manual For Call Center Operations is applied in specialized fields, such as education, business, and technology.
 6. In chapter 5, the author will draw a conclusion about Sample Training Manual For Call Center Operations. This chapter will summarize the key points that have been discussed throughout the book.
- The book is crafted in an easy-to-understand language and is complemented by engaging illustrations. This book is highly recommended for anyone seeking to gain a comprehensive understanding of Sample Training Manual For Call Center Operations.

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Sample Training Manual For Call Center Operations Introduction

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