

## 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

**Lauren Gardner**



## **Sample Training Manual For Call Center Operations:**

*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

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