

# **Call Center Supervisor Certified (CCSC)**

## **Program Overview:**

This certification is designed to prepare professionals for the critical role of supervising call center operations. Participants will learn how to lead teams of customer service agents, manage performance metrics, ensure quality assurance, and maintain high levels of customer satisfaction. The program focuses on both the technical and interpersonal skills necessary for effective call center leadership.

## **Course Modules**

### **Module 1: Leadership and Team Management**

- Role and responsibilities of a call center supervisor
- Setting performance goals and daily expectations
- Motivating and coaching agents for success
- Effective communication and conflict resolution techniques
- Building a positive and productive team culture

### **Module 2: Performance Metrics and Quality Assurance**

- Understanding key call center metrics (AHT, CSAT, FCR, SLA)
- Using performance data to identify improvement areas
- Conducting call monitoring and feedback sessions
- Maintaining quality assurance and compliance standards
- Delivering effective performance reviews

### **Module 3: Customer Experience and Continuous Improvement**

- Managing customer escalations and service recovery
- Enhancing customer satisfaction and loyalty
- Identifying and solving recurring service issues
- Using feedback to drive continuous improvement
- Applying basic process improvement concepts in call centers