CRM Domestic Non Voice

SYLLABUS/CURRICULUM

This program is aimed at training candidates for the job of "Customer Service Associate, Customer Service Representative, Customer Care Executive, Customer Service Advisor, Helpdesk Coordinator, Customer Support Representative, Support Engineer, Support Consultant" in IT and ITES sector and aims at building the following key competencies amongst the learner:

1. Dealing with queries received from customers by e-mail or chat.	2. Organization's standards, policies, procedures and guidelines for making telesales calls and your role and responsibilities in relation to these
3. limits of your role and responsibilities in relation to customer queries	4. Use your organization's tools, systems and procedures for recording, completing and fulfilling customer sales
5. standard tools, templates and scripts available for dealing with customer queries	6. common types of customer queries and how to resolve them
7. Complete accurate well written work with attention to detail	8. different styles and approaches when working with customers
9. Performs various related functions to insure that the computer is maintained in a neat and orderly manner	10. Monitor the problem and keep the customer informed about progress or any delays in the process.
11. Keep your immediate work area clean and tidy & utilize your time effectively	12. Use resources correctly and efficiently & treat confidential information correctly
13. Work within the limits of your job role, obtain guidance from appropriate people, where necessary & ensure your work meets the agreed requirements	14. Comply with your organization's current health, safety and security policies and procedures and report any identified breaches in health, safety, and security policies and procedures to the designated person
15. Identify and correct any hazards that you can deal with safely, competently and within the limits of your authority	16. Follow your organization's emergency, procedures promptly, calmly, and efficiently and identify and recommend opportunities for improving health, safety, and security to the designated person

This course encompass 3 out of 3 National Occupational Standards (NOS) of CRM Domestic Non Voice SSC/Q2211 Qualification pack issued by IT-ITES SSC

S. No.	Topic/Module	Duration (Hrs)	Key Learning Outcomes	Corresponding NOS Code
1.	Deal remotely with customer queries	75	• Greet customers and verify their details, following your organization's procedures • Read carefully, summarize, and obtain customer confirmation of, your understanding of queries • Express your concern for any difficulties caused and your commitment to resolving queries • Record and categorize queries accurately using your organization's query management tool • Refer queries outside your area of competence or authority promptly to appropriate people • Access your organization's knowledge base for solutions to queries, where available • Resolve queries within your area of competence or authority in line with organizational guidelines and service level agreements (slas) • Obtain advice and guidance from appropriate people, where necessary • Obtain confirmation from customers that queries have been resolved to their satisfaction • record the resolution of queries accurately using your organization's query management tool • Comply with relevant standards, policies, procedures and guidelines when dealing remotely with customer queries	SSC/ N 3021
2.	Manage your work to meet requirements	30	• Establish and agree your work requirements with appropriate people • Keep your immediate work area clean and tidy • Utilize your time effectively • Use resources correctly and efficiently • Treat confidential information correctly • Work in line with your organization's policies and procedures • work within the limits of your job role • obtain guidance from appropriate people, where necessary • ensure your work meets the agreed requirements	SSC/ N 9001
3.	Maintain a healthy, safe and secure working environment	30	• Comply with your organization's current health, safety and security policies and procedures • Report any identified breaches in health, safety, and security policies and procedures to the designated person • Identify and correct any hazards that you can deal with safely, competently and within the limits of your authority • Report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected • Follow your organization's emergency procedures promptly, calmly, and efficiently • Identify and recommend opportunities for improving health,	SSC/ N 9003

			safety, and security to the designated person • Complete any health and safety records legibly and accurately	

Total Program Duration   :   135 hours

(This syllabus/ curriculum has been approved by IT-ITES SSC)