COPC® Contact Center Management Training

Online Certification Training That Sets The Standard

The COPC® Contact Center Management Training is designed for contact center supervisors and new managers wanting to hone their skills and knowledge with the benefits of a flexible, modular online approach. This training is based on best practices observed in high-performing operations and provides a comprehensive overview of the best practices required to achieve your contact center's goals.

Online training courses are based on the COPC Customer Experience (CX) Standard. The COPC CX Standard focuses on Leadership & Planning, Processes, People, and Performance. All modules are designed to allow students to learn, individually, at their convenience and pace. Training can be purchased by individuals or for groups. Online training is delivered by COPC Inc. consultants with real-world examples, activities, and resources to enhance student learning.

This online certification course includes:

- Nearly 19 hours of training across 12 modules based on the COPC CX Standard

- The ability for students to progress and learn at their own pace and tracking tools to manage their progress of the course

- COPC Certified Professional Manager certification (with two exam attempts)

- Interactive digital certificate and badge to showcase COPC Certified Professional Manager achievement

- Access to the entire training for one year from the date of purchase

COPC® Contact Center Management Training Modules:

1. An Introduction to the Contact Center Industry

2. Inbound Phone Service Management and Metrics

3. Cost, Efficiency, and Productivity Metrics and Management

4. WFM Introduction: Forecasting, Staffing and Scheduling

5. WFM Introduction: Real-Time Management

6. Quality in the Contact Center: Common Pitfalls

7. Customer Satisfaction and Dissatisfaction

8. Deferred Transactions Management and Metrics

9. Recruiting, Hiring, Training, Skills, and Knowledge Verification

10. Good Graphing Tips for Contact Center Professionals

11. How to Review Data and Reporting with CUIKA

12. Measuring and Managing Absenteeism and Attrition

Learn more at
go.copc.com/onlinetraining

COPC® Contact Center Management Training

What you will learn:

- Fundamental management principles of the contact center industry, including metrics, terminology, frameworks, and the importance of the COPC CX Standards: Leadership & Planning, Processes, People and Performance

- Techniques for adjusting to "real-time" fluctuations in volume, handle time, adherence, etc.

- Inbound phone service metrics and how to set appropriate inbound phone service performance targets

- Management of deferred, "non-phone" or "batched" transactions"

- Necessary components to understand contact center costs and techniques to improve overall efficiency

- High-performing benchmarks and practices in the key areas of recruiting, hiring, training, skills and knowledge verification

- How to create attractive, impactful charts and graphs in the contact center

- Important elements of forecasting, staffing, and scheduling

- How to measure and manage both absenteeism and attrition

- And much more!

Who should attend:

This certification course is designed for supervisors and those new to contact center operations.

Contact/Call Center

- Supervisors
- Managers
- Team Leads
- CX Professionals

Become a COPC Certified Professional Manager

To earn the designation "Certified Professional Manager" and receive a digital certificate and badge, participants must complete the COPC® Contact Center Management Training course and successfully pass an online final exam.

About COPC Inc.

COPC Inc. provides consulting, training, certification, benchmarking and research for operations supporting the customer experience. The company created the COPC Standards, a collection of performance management systems for customer experience operations, customer experience management, vendor management and procurement.

Founded in 1996, COPC Inc. began by helping call centers improve their performance. Today, the company is an innovative global leader that empowers organizations to optimize operations to deliver a superior service journey. COPC Inc. headquarters are in Winter Park, FL, U.S., with operations in Europe, the Middle East, Africa, Asia Pacific, Latin America, India and Japan. www.copc.com.

Learn more at **copc.com**