

Diploma in Kpo Management:

▶ Level-I Basic knowledge of Computer

1. Introduction to the ITES & Call Center Industry
2. Detailed study of BPO
3. Effective Communication Skills
4. Accent Neutralization
5. Tone, Volume, Pitch & Inflection
6. European & American English, American Accent
7. Business & Communication Styles
8. Detailed Studies of American Time Zones,
8. Customer Care & Call handling Skills
9. Customer Perception, Expectation & Satisfaction
11. Customer Relationship Management
12. Study & Practice of Customer
13. Introduction to Selling and Telemarketing
14. Telemarketing Skills
- E-Commerce – Introduction
16. Team co-ordination in Call Center
17. Time and Stress Management
18. Personality Development, Body Language and its Importance in the service industry.
19. Marketing on Web Introduction
20. Group Discussions
21. Mock Interviews
22. Introduction of computer.
- Ms-Office
- Ms- Word
- Ms-Excel(with Accounting Knowledge)
- Ms-PowerPoint
- Internet