

# Call Center Standard Operating Procedure

[company logo]

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**Effective Date** : July 20, 2050  
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## Purpose

To prepare new hires for a call center environment by providing them with training programs and call-taking procedures.

## Scope

This standard operating procedure is intended for all the new call center agents who will undergo customer service training, simulated calls, and learning certain software programs.

## Definition

**Simulated Calls** : it is a call assessment where employers will evaluate the candidates who are applying for a call center job.

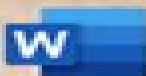
**Customer Service** : it is a one-on-one interaction between a client and call center agent who will provide support to the client or offer products and services.

## Responsibility

**Team Leader/Supervisor**

Responsible for monitoring the performance of the call center agents and

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# Sample Call Center Manual Template

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tools templates and models The test of any model is its outcomes This book will provide decades of insight so leaders ensure their QMS model Solves Problems Achieves Outcomes Sustains Wins and Transforms Organizational Outcomes in High Risk Environments The intended audience for this book includes but is not limited to top executives governance members leaders of any rank thought leaders strategists students performance improvement leaders change agents teachers and anyone interested in quality improvement strategy and leadership Regardless of role organization type or industry quality matters and is a focal point for customers Thus those leading the charge for excellence in this arena must have a good structure process and measurable outcomes sustained over time So why is this topic important In today s world change is the new normal and only constant In many industries such as healthcare for example the foundations of the industries themselves are shaking greater than at any other time in history As change grows so does the associated risk and disruption How will leaders and their organizations succeed in high risk environments without a good foundation The short answer is they won t The starting point for success is the Quality Management System By reading this book readers will learn How to construct a well defined Quality Management System QMS How to identify and counter common misperceptions of QMS Techniques to engage other leaders in crucial conversations related to QMS gaps illusions of success perceived and real shortcomings and measures of success How to conduct a basic and advanced assessment of Quality Management System models to determine what is working what is not working and high risk areas to improve The required structural elements of high performing QMS models A wholistic approach to the QMS process What measures constitute QMS success

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