

Workshop Participant Satisfaction Rating:

Over 90% of FCR workshop participants rate this course with a top box satisfaction rating response!!!

Who Should Attend the FCR Workshop?

- Call center vice presidents and directors that have frontline (CSR) responsibilities
- Senior staff managers that have responsibilities for improving call center FCR, Esat and Csat performance
- Senior staff managers that have call center quality assurance responsibilities

Why You Should Attend the FCR Workshop

Discover best practices and radical new thinking on:

- Why the call center's primary role is about retaining vs. creating new customers
- Why FCR is the silver bullet metric and how to improve your FCR
- World class call center metrics and standards
- Ways that technology can be used to improve FCR
- Why serious investment in call escalation pays dividends
- How and why quality assurance needs to incorporate customer feedback
- How to manage your outsourcers and work-from-home CSRs
- Why bonus and recognition programs need 100% focus on Csat
- How to create CSR and management Csat bonus and recognition programs
- Quantifying the amount of CSR coaching needed and how that time is spent
- Methods to select, train, promote and retain the best CSRs
- A process for improving FCR and Csat performance