



Call Center Management: Advanced Level

Administration, Communication & Customer Service

QGT-ADM-130 | Advanced | 5 or 10 days | Online, classroom, in-house

Course overview

Call Center Management: Advanced Level is an advanced programme for experienced practitioners in Call Center Management. It covers the principles, the requirements of international service and communication best practice, and the practical methods used on site, with case studies from operations in the Gulf, Africa and worldwide. Available online, in the classroom in 60 cities, or in-house.

What participants will be able to do

- Explain the principles, terminology and scope of Call Center Management
- Apply the relevant requirements of international service and communication best practice
- Apply advanced analysis methods to real operating data
- Recognise common problems, risks and root causes and choose the right corrective action
- Prepare an improvement plan for their own site or organisation

Who should attend

Designed for administrative staff, executive assistants, marketing, sales and customer-facing teams with at least three years of experience.

Course outline (5 days)

Day 1: Core principles revisited

Fast review and recent changes in international service and communication best practice

Day 2: Advanced analysis methods

Detailed techniques, data interpretation and calculations

Day 3: Design and performance optimisation

Improving reliability, efficiency and cost

Day 4: Troubleshooting complex cases

Diagnosing multi-cause problems from field data

Day 5: Risk, decisions and integration

Building a risk-based plan and presenting recommendations

What the 10-day edition adds

Day 6: Applied project, part 1 – Apply the week-one methods to a case from your organisation

Day 7: Data and digital tools – Software, spreadsheets and digital tools used in practice

Day 8: Lessons from incidents and audits – What investigations and audit findings teach

Day 9: Applied project, part 2 – Complete, test and refine your solution

Day 10: Presentations and final assessment – Present to the group and complete the final assessment

Fees (USD per participant)

Duration	Live online	Classroom	In-house
5 days	\$3,000	\$5,500	On quote
10 days	\$5,500	\$9,900	On quote

Fees include course material and certificate of completion; classroom fees include refreshments and lunch. In-house training is priced per group.

Dates and cities 2027–2030

Dates	City	Format	Duration	Fee
17–28 Jan 2027	Salalah	Classroom	10 days	\$9,900
22–26 Feb 2027	Prague	Classroom	5 days	\$5,500
15–26 Mar 2027	Luanda	Classroom	10 days	\$9,900
30 Aug – 3 Sep 2027	Singapore	Classroom	5 days	\$5,500
15–26 Nov 2027	Online (live)	Online (live)	10 days	\$5,500
17–28 Jan 2028	Prague	Classroom	10 days	\$9,900
21–25 Feb 2028	Frankfurt	Classroom	5 days	\$5,500
3–14 Apr 2028	Copenhagen	Classroom	10 days	\$9,900
24–28 Apr 2028	Bangkok	Classroom	5 days	\$5,500
31 Jul – 11 Aug 2028	Online (live)	Online (live)	10 days	\$5,500
15–26 Jan 2029	Milan	Classroom	10 days	\$9,900
16–20 Apr 2029	Stockholm	Classroom	5 days	\$5,500
4–15 Jun 2029	Berlin	Classroom	10 days	\$9,900
1–5 Oct 2029	Geneva	Classroom	5 days	\$5,500
19–30 Nov 2029	Online (live)	Online (live)	10 days	\$5,500
14–25 Jan 2030	Casablanca	Classroom	10 days	\$9,900
16–20 Jun 2030	Alexandria	Classroom	5 days	\$5,500
23 Sep – 4 Oct 2030	Zurich	Classroom	10 days	\$9,900
25–29 Nov 2030	Houston	Classroom	5 days	\$5,500
2–13 Dec 2030	Online (live)	Online (live)	10 days	\$5,500

How to register

Register online or scan the code

<https://qimmatrainig.com/courses/call-center-management-advanced-level/>

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