



# Call Center Management

## Administration, Communication & Customer Service

QGT-ADM-112 | Foundation | 5 or 10 days | Online, classroom, in-house

### Course overview

Call Center Management is an introduction that builds a solid working knowledge 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
- Use practical tools, checklists and calculations with confidence
- 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, new joiners and anyone who needs a solid grounding in the subject.

### Course outline (5 days)

#### Day 1: Principles and terminology

Scope, key definitions and how Call Center Management fits into daily operations

#### Day 2: Codes, standards and requirements

What international service and communication best practice require, and how to read them

#### Day 3: Methods, tools and calculations

Step-by-step methods, checklists and worked examples

#### Day 4: Operation, inspection and common problems

Typical failures, warning signs and what to do about them

#### Day 5: Case studies, workshop and assessment

Group exercise on real cases and a final knowledge check

### 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     |
|----------------------|---------------|---------------|----------|---------|
| 8–12 Mar 2027        | Johannesburg  | Classroom     | 5 days   | \$5,500 |
| 21 Jun – 2 Jul 2027  | Lagos         | Classroom     | 10 days  | \$9,900 |
| 23–27 Aug 2027       | Tunis         | Classroom     | 5 days   | \$5,500 |
| 4–15 Oct 2027        | Singapore     | Classroom     | 10 days  | \$9,900 |
| 6–10 Dec 2027        | Online (live) | Online (live) | 5 days   | \$3,000 |
| 31 Jan – 4 Feb 2028  | Accra         | Classroom     | 5 days   | \$5,500 |
| 13–24 Mar 2028       | Zurich        | Classroom     | 10 days  | \$9,900 |
| 27–31 Mar 2028       | Toronto       | Classroom     | 5 days   | \$5,500 |
| 30 Apr – 11 May 2028 | Jeddah        | Classroom     | 10 days  | \$9,900 |
| 6–10 Nov 2028        | Online (live) | Online (live) | 5 days   | \$3,000 |
| 12–16 Feb 2029       | Tbilisi       | Classroom     | 5 days   | \$5,500 |
| 4–15 Mar 2029        | Amman         | Classroom     | 10 days  | \$9,900 |
| 2–6 Sep 2029         | Manama        | Classroom     | 5 days   | \$5,500 |
| 22 Oct – 2 Nov 2029  | Kigali        | Classroom     | 10 days  | \$9,900 |
| 3–7 Dec 2029         | Online (live) | Online (live) | 5 days   | \$3,000 |
| 14–18 Jan 2030       | Lisbon        | Classroom     | 5 days   | \$5,500 |
| 10–21 Jun 2030       | Madrid        | Classroom     | 10 days  | \$9,900 |
| 15–19 Jul 2030       | Zurich        | Classroom     | 5 days   | \$5,500 |
| 22 Jul – 2 Aug 2030  | Paris         | Classroom     | 10 days  | \$9,900 |
| 16–20 Sep 2030       | Online (live) | Online (live) | 5 days   | \$3,000 |

## How to register

### Register online or scan the code

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

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