



Call Center Management Masterclass

Administration, Communication & Customer Service

QGT-ADM-166 | Masterclass | 5 or 10 days | Online, classroom, in-house

Course overview

Call Center Management Masterclass is a senior-level masterclass on strategy and performance 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
- Build a business case and roadmap their leadership team can act on

Who should attend

Designed for administrative staff, executive assistants, marketing, sales and customer-facing teams in senior and leadership roles.

Course outline (5 days)

Day 1: Strategic view of Call Center Management

Trends, regulation and what leading companies do differently

Day 2: Benchmarking and performance

KPIs, maturity models and gap analysis

Day 3: Lessons from major incidents and projects

Decision points that changed outcomes

Day 4: Leading the change

Building the business case, budget and team capability

Day 5: Masterclass forum

Expert panel, peer exchange and personal roadmap

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
1–5 Mar 2027	Frankfurt	Classroom	5 days	\$5,500
3–14 May 2027	Marrakech	Classroom	10 days	\$9,900
10–14 May 2027	Luanda	Classroom	5 days	\$5,500
7–18 Jun 2027	Lisbon	Classroom	10 days	\$9,900
19–23 Jul 2027	Online (live)	Online (live)	5 days	\$3,000
6–10 Mar 2028	Beirut	Classroom	5 days	\$5,500
3–14 Jul 2028	Singapore	Classroom	10 days	\$9,900
9–13 Jul 2028	Amman	Classroom	5 days	\$5,500
2–13 Oct 2028	Budapest	Classroom	10 days	\$9,900
20–24 Nov 2028	Online (live)	Online (live)	5 days	\$3,000
22–26 Jan 2029	Frankfurt	Classroom	5 days	\$5,500
12–23 Mar 2029	Brussels	Classroom	10 days	\$9,900
4–8 Jun 2029	Marrakech	Classroom	5 days	\$5,500
2–13 Jul 2029	Sharjah	Classroom	10 days	\$9,900
29 Oct – 2 Nov 2029	Online (live)	Online (live)	5 days	\$3,000
11–15 Mar 2030	Istanbul	Classroom	5 days	\$5,500
31 Mar – 11 Apr 2030	Muscat	Classroom	10 days	\$9,900
3–7 Jun 2030	Sharjah	Classroom	5 days	\$5,500
30 Sep – 11 Oct 2030	Kigali	Classroom	10 days	\$9,900
14–18 Oct 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-masterclass/>

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