

## The Telephone Business

Catalogue Number: AMTTB04V2.1

### Aim

To improve call handling and develop consistent, high quality, telephone use across an organisation or department.

### Target audience

- Newcomers to an organisation or department
- All phone users

### Duration

1 to 1.5 hours (excluding knowledge base of administrator input content)

### Objectives

#### Users will learn how to:

- Prepare to give high quality service
- Handle incoming calls
- Make outgoing calls
- Handle difficult callers
- End calls positively

### Features

- Thought-provoking videos full of tips and ideas on how to improve
- Based on a highly successful tutor-led course, proven to get results
- Voice recording enabling user and administrator assessment
- Built in content editing tools, allowing you to input real work scenarios
- Include recordings of actual calls for the most realistic training
- Built in customisation tools allow you to incorporate corporate colour and logo
- Knowledge base custom content section, including custom questions
- User bookmarking, allowing rapid access to the course
- Learner feedback function to aid continuous improvement of the training
- Administration features include user tracking, user scores, user recordings, add and delete users and feedback review
- Flexible licensing with built in upgrade feature

### Contents

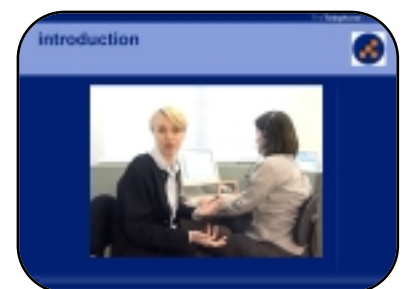
- Introduction
- User Guide
- Telephone Essentials
- Making Calls - with voice recording function
- Receiving Calls - with voice recording function
- Ending Calls - with editable practice scenarios
- Difficult Calls - with editable practice scenarios
  
- Knowledge Base - to allow administrator input of training content and tests
  
- User Feedback

### Try before you buy

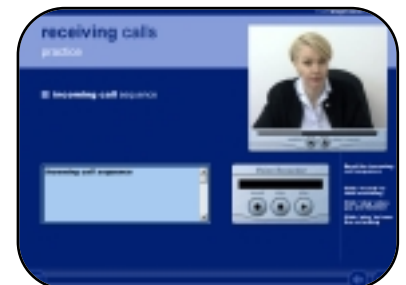
Using Amtek's flexible licensing system you can try a fully functioning version of this product on your PC before purchase. You get a single user licence for 14 days. At the end of the 14 days it's easy to upgrade to a network or a standalone system (all the software is included on the installation CD-ROM). Just contact your system vendor for a licence upgrade key; you can do it over the phone and it will only take a few minutes. If you decide not to go ahead, simply return the CD in its original packaging to your supplier, with nothing to pay. It really is e-learning made simple.



**Develop a consistent approach to call handling across your organisation**



**High quality, motivational video full of tips and ideas that will get results today**



**Fully featured content editing tools and voice recording facilities**



**Ask for an up-to-date client list and price structure**

contact your vendor for more details