

DIN CWA 14087:2001-04 (E)

European Call Centre Standards for training and qualification_- Customer contact representative competences (English Version CWA_14087:2000)

CONTENTS

1. Contribute to developing and maintaining positive caller relationships	4
1.1 PROMOTE A POSITIVE IMAGE FOR THE ORGANISATION BY TELEPHONE.....	4
1.2 COMMUNICATE EFFECTIVELY BY TELEPHONE.....	4
1.3 MANAGE DIFFICULT CALLERS EFFECTIVELY	4
2. Use Information Technology.....	5
2.1 USE INFORMATION TECHNOLOGY EQUIPMENT	5
2.2 USE INFORMATION TECHNOLOGY APPLICATIONS	5
3. Contribute and maintain an effective and safe working environment.....	5
3.1 WORK TO AGREED PERFORMANCE AND QUALITY STANDARDS.....	5
3.2 DEVELOP YOUR OWN SKILLS TO IMPROVE PERFORMANCE	6
3.3 HAVE DUTY OF CARE TO HEALTH AND SAFETY.....	6