Louisiana Delta Community College
Academic Affairs Master Syllabus

Course Name: CALL CENTER PROCEDURES
Course Number: CCRV 1100
Credit Lecture hours: 3   **Credit Lab Hours:** 0   **Contact Hours:** 45
Textbook, Author, and Publisher: To be provided by College Campus
Instructor Information: To be provided by College Campus
Class Location: To be provided by College Campus

Course Description: This course covers information about communication, customer service, decision making, and customer information in a call center setting.

Prerequisites: None
Co-requisites: None

Learning Outcomes:
On completion of this course, the student will be able to:

1. Describe the communication process and model
2. Demonstrate the tools needed to effectively communicate
3. Demonstrate effective listening skills
4. Demonstrate communication clarification skills
5. Recognize customer needs and the techniques to provide for those needs
6. Describe characteristics of a positive attitude and explain the impact attitude has in delivering quality customer service
7. Demonstrate strategies in handling customer complaints effectively
8. Apply problem-solving strategies to both face-to-face and telephone customer service situations
9. Understand the relationship between problem solving and knowledge
10. Understand the role of the customer service representative has in effectively handling customers' problems
11. Demonstrate use of strategies to effectively handle problems that customers present
12. Describe the components of the Customer Info
13. Understand how to locate and access customers' accounts
14. Identify important information, and note it on your customer's account
15. Understand how to make appropriate address/phone number changes to customer accounts
16. Apply the principles learned to role-plays and real life situations

Assessment Measures: To be provided by the College Campus.

Library Resource Center:

The Delta Library and Learning Resource Center is committed to providing quality information and learning resources and services, including technology, in supporting the overall mission of Delta Community College and its commitment to lifelong learning.

Special Accommodations:

Louisiana Delta Community College complies with Section 504 of the Rehabilitation Act, as well as the Americans with Disabilities Act. Students with disabilities who attend the Monroe campus may make a request by contacting the Director of Counseling and Disability Services (See College Directory for contact information.) at the beginning of each semester. Reasonable accommodations will be attempted for students with documented disabilities. If an impairment is identified later in the semester, a non-retroactive accommodation plan will be developed. Students at satellite campuses should contact the Coordinator of Student Affairs at their particular campus.

Title IX:

Louisiana Delta Community College is committed to protecting the rights of students, which includes compliance with Title IX requirements. As such, the institution and members of our community will not tolerate the offenses of dating violence, domestic violence, sexual assault, and stalking. Students with Title IX concerns should contact the College's Title IX Coordinator (See College Directory for contact information.) Students are required to complete Sexual Assault Awareness and Prevention Online Training. Access to this online course will be sent out through the Delta email account.

Student Code of Conduct:

Louisiana Delta Community College encourages an environment of academic integrity and mutual respect. Students should read and follow both academic and behavioral expectations identified in the Code of Student Conduct that can be found online at www.ladelta.edu. Students are expected to act with integrity, respect the rights of others, and conduct themselves in a professional manner. The Honor Code prohibits academic misconduct such as cheating, engaging in unauthorized collaboration, and plagiarism. Violations of the Code of Student Conduct may result in disciplinary action as provided in the Code. Incidents are reported through the online Student Conduct system.