

CALL RECEIVING TECHNIQUES

1	Course Title:	CALL RECEIVING TECHNIQUES	
2	Course Code:	CATZ012	
3	Type of Course:	Compulsory	
4	Level of Course:	Short Cycle	
5	Year of Study:	1	
6	Semester:	2	
7	ECTS Credits Allocated:	3.00	
8	Theoretical (hour/week):	3.00	
9	Practice (hour/week):	0.00	
10	Laboratory (hour/week):	0	
11	Prerequisites:	None	
12	Language:	Turkish	
13	Mode of Delivery:	Face to face	
14	Course Coordinator:	Öğr. Gör. DİLEK TAŞKIN	
15	Course Lecturers:		
16	Contact information of the Course Coordinator:	Öğr.Gör.Dilek TAŞKIN dilektaskin@uludag.edu.tr Tel:02242942686/62420	
17	Website:		
18	Objective of the Course:		
19	Contribution of the Course to Professional Development:		
20	Learning Outcomes:		
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21	Course Content:		
		Course Content:	
Week	Theoretical	Practice	
1	Basic definitions and concepts related to call center		
2	Call center systems and technologies		
3	Customer-oriented service approach in call center		
4	To understand the need for customers in telephone communication		

5	Effective communication strategies in the call center	
6	Customer service on the phone and effective speaking techniques	
7	Professional communication standards by telephone	
8	Techniques for gathering information, asking questions and providing solutions on the telephone	
9	Customer Complaint Management	
10	Problem solving and decision making techniques	
11	Telephone sales process and techniques	
12	Time management in call center	
13	Quality and supervision in the call center	
14	Screenplay and Roleplay studies	

22	Textbooks, References and/or Other Materials:	
23	Assesment	

TERM LEARNING ACTIVITIES		NUMBER	WEIGHT		
Activites		Number	Duration (hour)	Total Work Load (hour)	
Theoretical	14	3.00	42.00		
Home work-project	0	0.00			
Practicals/Labs	0	0.00	0.00		
Self study and preperation	0	0.00	0.00		
Total	2	100.00			
Homeworks	0	0.00	0.00		
Projects Grade	0	0.00	0.00		
Field Studies	0	0.00	0.00		
Midterm exams	1	20.00	20.00		
Total	1	100.00			
Others	0	0.00	0.00		
Final Exams	1	30.00	30.00		
Total Work Load				92.00	
Total work load/ 30 hr				3.07	
ECTS Credit of the Course				3.00	

25	CONTRIBUTION OF LEARNING OUTCOMES TO PROGRAMME QUALIFICATIONS															
	PQ1	PQ2	PQ3	PQ4	PQ5	PQ6	PQ7	PQ8	PQ9	PQ10	PQ11	PQ12	PQ13	PQ14	PQ15	PQ16
LO: Learning Objectives PQ: Program Qualifications																
Contrib ution Level:	1 very low		2 low		3 Medium		4 High		5 Very High							