

Domestic Data Entry Operator

SYLLABUS/CURRICULUM

This program is aimed at training candidates for the job of “ Customer Service Associate, Customer Service Representative, Customer Care Executive, Customer Service Advisor, Helpdesk Coordinator, Customer Support Representative” in IT and ITES sector and aims at building the following key competencies amongst the learner:

1. Making telephone calls to customers and prospective customers in order to sell products/services or with respect to an existing product or service used by them.	2. Organization’s standards, policies, procedures and guidelines for making telesales calls and your role and responsibilities in relation to these
3. Organization’s sales plan and priorities	4. Use your organization’s tools, systems and procedures for recording, completing and fulfilling customer sales
5. Importance of introducing yourself and the purpose of the call	6. How to adapt your style and approach to meet customers preferences
7. Complete accurate well written work with attention to detail	8. Read instructions, guidelines, procedures, rules and service level agreements
9. Performs various related functions to insure that the computer is maintained in a neat and orderly manner	10. Monitor the problem and keep the customer informed about progress or any delays in the process.
11. Keep your immediate work area clean and tidy & utilize your time effectively	12. Use resources correctly and efficiently & treat confidential information correctly
13. Work within the limits of your job role, obtain guidance from appropriate people, where necessary & ensure your work meets the agreed requirements	14. Comply with your organization’s current health, safety and security policies and procedures and report any identified breaches in health, safety, and security policies and procedures to the designated person
15. Identify and correct any hazards that you can deal with safely, competently and within the limits of your authority	16. Follow your organization’s emergency, procedures promptly, calmly, and efficiently and identify and recommend opportunities for improving health, safety, and security to the designated person

This course encompass 3 out of 3 National Occupational Standards (NOS) of CRM Domestic Voice SSC/Q2210 Qualification pack issued by IT-ITES SSC

S. No.	Topic/Module	Duration (Hrs)	Key Learning Outcomes	Corresponding NOS Code
1.	Make outbound calls to customers.	75	<ul style="list-style-type: none"> Establish contact with customers, following your organization's procedures introduce yourself and the purpose of your call, following standard scripts Obtain information from customers to identify their needs make convincing sales pitches to customers following standard scripts Handle customer queries, objections and rebuttals following standard scripts adapt your approach and style to customer preferences, within the limits of your competence and authority Refer issues outside your area of competence and authority to appropriate people, following your organization's procedures Identify and act on opportunities to up-sell or cross-sell other products/ services to customers Confirm customer wishes and needs in order to close sales Obtain required financial information from customers, following your organization's procedures Complete your organization's post-sales procedures in order to complete/ fulfill sales Comply with relevant standards, policies, procedures and guidelines when making outbound telesales calls 	SSC/ N 3020
2.	Manage your work to meet requirements	30	<ul style="list-style-type: none"> Establish and agree your work requirements with appropriate people Keep your immediate work area clean and tidy Utilize your time effectively Use resources correctly and efficiently Treat confidential information correctly Work in line with your organization's policies and procedures work within the limits of your job role obtain guidance from appropriate people, where necessary ensure your work meets the agreed requirements 	SSC/ N 9001
3.	Maintain a healthy, safe and secure working environment	30	<ul style="list-style-type: none"> Comply with your organization's current health, safety and security policies and procedures Report any identified breaches in health, safety, and security policies and procedures to the designated person Identify and correct any hazards that you can deal with safely, competently and within the limits of your authority Report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected Follow your organization's emergency procedures promptly, 	SSC/ N 9003



			calmly, and efficiently	
			<ul style="list-style-type: none">• Identify and recommend opportunities for improving health, safety, and security to the designated person• Complete any health and safety records legibly and accurately	

Total Program Duration : 135 hours

(This syllabus/ curriculum has been approved by IT-ITES SSC)