



Agylia offers a range of Contact Centre eLearning courses that enables contact centre staff to get up to speed quickly and deliver excellent customer service.

These off-the-shelf courses are available immediately and at low cost and provide you with a comprehensive range of high quality content for your Agylia platform. The content is continuously updated to ensure your learners are always up-to-date.

The eLearning courses are easily added to your Agylia Learning Management System (LMS), and are fully responsive, providing a great user experience across desktop, tablet and mobile devices. Whether learners are in the office, at home, travelling or working away, they'll have access to their eLearning.

Email Customer Service (25 min)

Every email sent to a customer is an opportunity to connect and enhance their experience with the company or brand. Therefore, it's important to pay attention to each one.

This module will outline some ways to help learners approach customer service emails. Respond effectively every time and inspire customers to come back for more!

Empathy (25 min)

This short module on Empathy will help learners better understand another person's point of view - which is the key to delivering a great customer experience. Making customer problems their own can help learners better meet their expectations.

Handling Brave Conversations (25 min)

Some conversations are harder than others. Knowing how to react and keep calm in tough and stressful situations can be challenging. Knowing how to respond in the best way possible can be even more so.

In this module learners will discover some simple techniques that will help them feel more comfortable during brave conversations so that they can achieve the best result for both the organisation and the customer.

Live Chat Customer Service (25 min)

This module aims to demonstrate the important role live chat can have on the business and that the same levels of customer service standards apply as for phone or face-to-face interactions.

Learners will join Learning and Development Manager, as she Jasmine trains new customer service agents on how to use a new live chat facility. Learners will gain some tips to guide their live chat conversations as they work through scenarios to put what they've learned into practice.

Metrics for Managers (30 mins)

This module provides an overview of the key metrics used in a contact centre to help drive performance.

Meet Team Manager, Miguel and learn how he can use statistical data to his advantage so that his team hit their targets before the end of the month!

Problem Solving (25 mins)

Problem solving is at the heart of good customer service.

This module looks at some techniques for effective problem solving, so that learners can take ownership for finding solutions to any problems they face in their role, and to ensure they feel confident in dealing with customers.

Rapport Building (25 mins)

Rapport building is one of the foundation stones of good communication, so it is essential in providing excellent customer service.

In this module learners will discover some simple concepts and techniques that will enable them to have more enjoyable and productive customer interactions, and make them feel more comfortable and confident in their role.

Team Priority Management (25 minutes)

Leading a team can be rewarding yet challenging. Team leaders often have to deal with multiple conflicting priorities, and it can sometimes be difficult to know which one is the most important and urgent.

But being able to decide what to do and when and where to focus energy and that of their team will help them to work smarter, not just harder.

There are several tools available to help prioritise work effectively and build a productive, happy team.

Custom eLearning courses

When you need eLearning courses with learning designs and outcomes to meet your exact business needs, Agylia has a team of highly skilled and experienced instructional designers that will create custom content to help you achieve your business aims.

Find out more about Agylia

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