



7, Bell Yard, London, England, WC2A 2JR, United Kingdom
+44 (0)20 3289 8489
info@intelisales.com

Case Study

Needs

An international Arab bank needed call center training for their 20-seat agents in their Karachi head office. Their needs were to improve their opening and closing statements; listening to their calls and coach agents on one-to-one basis; and creating general script uniformed across all call center processes.

Solutions

1. Created proposed general script to follow for the complete different call center processes.
2. Trained and tested agents on Communication Skills, Accent Skills, Listening Skills, and Time Management,
3. Listened to agent's voice calls and recommended solutions to their best abilities.
4. Created complete training manual for general standard operating procedure for the bank's call center processes.
5. Made agents an international calls to other international banks in US and UK.



Please contact Intelisales for more information at info@intelisales.com.
Karachi, Pakistan +92 (213) 481-9057
London, England +44 (203) 289-8489