

Manual de Call Center



Objetivo:

Que el call center sea un filtro para que todas las personas que no fueron conectadas no se pierdan y permanezca, ubicándolos en grupos de conexión.

Participantes:

Conectores dispuestos, que tengan habilidades de comunicación, deben emplear lenguaje coloquial y común.

¿Cómo y cuándo realizar el Call Center?

- Se puede realizar presencialmente en una casa o un lugar tranquilo sin ruido para hacer las llamadas, o también lo pueden realizar por Zoom.
- Del 15 al 20 de cada mes, ya que el reporte se tiene que enviar como máximo a los 3 días de haber realizado el Call Center.
- Horario: Es recomendable en las noches a partir 8 pm, ya que muchas personas trabajan o estudian, es importante por ello enviar un mensaje por whatsapp para concretar la llamada.
- El encargado del Call Center define el día y la hora que se reunirán cada mes.
- Como el primer paso antes de la llamada es enviar un mensaje al Whassap, y se les dará 3 días a los conectores para que sigan realizando las llamadas de sus listas y envíen el reporte para tener el mayor porcentaje de comunicaciones.

¿A quiénes se llama en el Call Center?

- Se realiza las llamadas a todas las personas conectadas el mes anterior.
- Los conectores nombres llaman a los hombres y las conectoras llaman a las mujeres.

Manual De Call Center

Peipei Pang



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