

ICMI Online Training Pass - Content Map

Instructions: Look up your topic (alphabetically) in the first column and then come across to see where to find that topic covered in which courses.

Last Updated: Jul-1-2015

Content Map		Agent					Fundamentals		Coaching & Supervising						Quality Monitoring			Metrics
 Topics ↓		An Agent's Role in Contact Centers	Blending Sales & Service	Managing Customer Contacts with Quality	Managing Difficult Customers	Written Communication Skills	Contact Center Fundamentals	Introduction to Contact Center Operations	Agent Coaching Series (2015): Supervising Others	Agent Coaching Series: Addressing Challenges in Employee Development	Agent Coaching Series: Improving Performance Through Effective Coaching	Agent Coaching Series: Inspiring Employees Through Positive Feedback	Motivation through Collaboration	Hiring & Onboarding	Designing a Quality Program	Setting Agent Performance Targets	Creating Effective Monitoring Forms	More than Metrics: Harnessing Data to Drive Performance
Abandoned calls																		Pt i 14:20 - 15:51
Adherence to schedule		Mod 4:1					Mod 3:1	33:56 - 34:37; 46:20 - 47:02										Pt ii 8:51 - 13:00
After call work							Mod 2:4											
Agent capacity							Mod 2:9											
Agent role /skills		Mod 4:4						42:51 - 45:08										
Average call value																		Pt iii 5:10 - 6:23
Average handling time							Mod 2:4; 2:5	22:27 - 23:10; 38:51 - 41:03										Pt ii 15:26 - 17:59
Average speed of answer							Mod 2:7											Pt ii 0:02 - 2:04
Base staff		Mod 3:4					Mod 2:8	25:04 - 34:40										
Budgets								38:51 - 42:21										
Call control				Mod 4	Mod 2:2													
Call Handling																		
	Abusive contacts				Mod 1:1													
	Changing the subject		Mod 3:3															
	Effective listening			Mod 3:1	Mod 2:1													

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Call Handling (continued)																		
	Effective questioning		Mod 3	Mod 4:2														
	Escalations				Mod 4:3													
	First impressions		Mod 1:1	Mod 2:1														
	HELP model for saying "no"				Mod 4													
	Irritating contacts				Mod 1:1													
	Key components of a conversation		Mod 1:3															
	Saying "no" to difficult customers				Mod 4													
	Saying "yes" to difficult customers				Mod 3													
	Unhappy contacts				Mod 1:1, 1:3													
	Voice variables			Mod 2:2														
Call load							Mod 2:4	19:45 - 20:00										
Caller tolerance		Mod 2:3					Mod 2:1	15:11 - 16:50										
Characteristics of leading centers							Mod 5:1											
Coaching																		
	Benefits										3:30 - 7:04							
	COACH model										37:00 - 51:37							
	Conversations										32:48 - 36:59							
	Definition										7:05 - 13:25							

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Coaching (continued)																		
	General tips									16:59 - 29:58	13:26 - 32:47							
	Pitfalls										51:38 - 1:05:31							
	SAFE model									29:59 - 33:07, 44:51 - 52:46		46:20 - 50:36						
	Specific situations									33:08 - 43:11								
Collecting data & trending		Mod 3:2					Mod 2:3	18:55 - 25:03										
Contact center as a profession		Mod 1:3					Mod 1:4											
Contact center definition		Mod 1:1					Mod 1:2											
Contact center management definition							Mod 1:3	6:04 - 8:24										
Cost per contact																		Pt iii 2:57 - 5:10
Culture--organizational													2:30 - 1:07:54			16:55 - 19:50		
Customer expectations							Mod 4:2	3:48 - 6:03								10:00 - 11:00		
Customer satisfaction																		Pt iii 8:26 - 10:17
Diminishing returns							Mod 2:7											
Driving forces in contact centers		Mod 2					Mod 2:1	9:24 - 16:50										
Emerging channels							Mod 2:5											

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Topics ↓																	
Employee development												57:47 - 1:03:01					
Employee engagement								Mod 3			7:35 - 25:00	2:30 - 6:27; 18:25 - 1:07:54					
Employee satisfaction																	Pt iii 10:17 - 11:02
Erlang C						Mod 2:6	25:55 - 28:19; 31:40 - 33:20										
Escalation plan						Mod 3:4											
First contact resolution																	Pt ii 4:50 - 6:38
Forecast accuracy																	Pt ii 6:54 - 8:51
Forecast workload	Mod 3:3					Mod 2:4	23:11 - 25:03										
Forecasting approaches						Mod 2:4											
Forecast--Time series						Mod 2:5											
Holds, transfers, & call backs			Mod 1:3														
Hub of communication						Mod 1:4	2:09 - 3:48										
Immutable laws						Mod 2:7											
Incentives, Rewards, Recognition												26:35 - 49:44; 1:03:01 - 1:06:38					

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Interviewing potential employees														19:13 - 29:02, Resources, Handout				
Job descriptions														Samples				
Key performance objectives/indicators (KPIs)							Mod 4:4	44:19 - 45:08										Pt i 2:24 - 15:51 Part ii Part iii
Language																		
Courtesies & etiquette				Mod 1:2														
Easily confused words						Mod 5:2												
Positive				Mod 1:4														
Simple explanations						Mod 4:3												
Using precise words						Mod 4:2												
Levels of value in contact center							Mod 1:2											
Metrics																		Part I Part ii Part iii
Accessibility																		Pt i 9:28 - 15:51, Pt ii 0:02 - 2:04
Categories																		Pt i 7:41 - 8:30, Pt ii 15:24 - 16:35

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Metrics (continued)																		
	Cost																	Pt iii 0:00 - 6:23
	Efficiency																	Pt ii 6:38 - 17:59
	Quality																	Pt ii 2:04 - 6:38
	Strategic impact																	Pt iii 6:23 - 12:47
	Terminology																	Pt i 2:24- 2:54
	Themes																	Pt i 4:45 - 6:20
Monitoring Form																		
	Audit																25:27 - 27:40	
	Basic questions														2:23 - 15:00			
	Considerations																8:33 - 11:53; 24:59 - 25:27	
	Creating														15:00 - 27:50		18:47 - 25:27	
	Leveraging the data																4:05 - 6:46	
	Purposes														18:08 - 18:42		6:46 - 8:33	
	Rating scale & scoring																12:41 - 18:47	

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Monitoring Form (continued)																		
	Technology														27:50 - 30:54			
	Definition/Characteristics																2:20 -4:05	
Motivation													30:00 - 49:44; 1:05:00 - 1:06:38					
Moving into supervisiron									Mod 1									
Occupancy							Mod 2:7	27:35 - 28:17; 30:41 - 33:55										Pt ii 13:00 - 15:26
Onboarding / Orientation														29:03 - 35:03, Resources				
Overall contact center ROI																		Pt iii 6:43 - 8:26
People supervision responsibilities									Mod 2									
Performance against budget																		Pt iii 0:18 - 1:50
Performance management									Mod 5	3:55 - 16:58, 33:08 - 44:50								
Performance standards										13:00 - 16:58					18:43 - 19:10	1:45 - 37:15	11:53 - 12:41	

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Perspectives: customer, company, employee		Mod 1:2																Pt i 6:20 - 7:41
Phone mode usage							Mod 2:4											
Planning & management process		Mod 3					Mod 2	16:52 - 42:51										
Positive feedback												3:33 - 54:37						
Power of one							Mod 3:1; 5:2											
Powerful pooling principle							Mod 2:7											
Qualities of a contact				Mod 1:1														
Quality Monitoring		Mod 4:3																
and Productivity							Mod 4											
Calibration															21:00 - 23:38		12:41-13:48	
Components of a quality interaction								45:09 - 46:19										
Importance		Mod 4:2																
Principles							Mod 4:1											
Purpose and objectives																5:15 - 19:50		
Quality contact handling metric																		Pt ii 2:16 - 4:50
Queue--Visible & invisible		Mod 2:2					Mod 2:1	12:43 - 15:10										
Real-time management							Mod 3											
Real-time recovery							Mod 3:4											

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Recruiting potential employees														4:55 - 19:13, Resources				
Retaining employees														35:03 - 39:05, Resources				
Revenue																		Pt iii 1:50 - 2:57
Root Causes							Mod 3:5											
Rostered Staff Factor (RSF)							Mod 2:9	34:42 - 38:08										
Sales																		
4 Stages of Inbound Sales			Mod 1:2															
Closing			Mod 4, 4:3															
Feel, Felt, Found technique			Mod 3:3															
Handling objections			Mod 4, 4:1, 4:2, 4:4															
Model			Mod 1:4															
Presenting a solution				Mod 5:1	Mod 2:3, 3:2													
Psychology of buying			Mod 2															
Relationship-driven			Mod 1															
Steps for building a relationship			Mod 1:5															
Upselling & Cross-Selling			Mod 5															

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Scheduling staff		Mod 3:5					Mod 2:10	38:08 - 38:50										
Service Level & quality							Mod 3:2; 4:3	28:17 - 30:40										
Service Level/Response Time		Mod 3:1					Mod 2:7; 2:8; 2:11	17:40 - 18:57										Pt i 10:02 - 14:21
Shrinkage							Mod 2:9	34:42 - 38:08										
Social media Interactions						Mod 3	Mod 2:8											
Stress																		
Diffusing customer's stress					Mod 5:4													
Managing your stress					Mod 5													
Recognizing customer stress					Mod 5:3													
Talk time							Mod 2:4											
Training new hires														34:12 - 35:03, Resources				
Transactional analysis					Mod 1:2													
Trunk load							Mod 2:7											
Trust in employee-supervisor relations									Mod 4				50:00 - 56:00					
Turnover														39:05 - 41:03, Resources				Pt iii 11:02 - 12:47, handout
Voice of the Customer																	24:08 - 24:58	

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online training PASS Topics ↓	Workload arrival	Mod 2:1				Mod 2:1; 2:5	10:00 - 12:42										
	Writing																
	Emails				Mod 1												
	Chats				Mod 2												
	Common grammar errors				Mod 5:1												
	Etiquette				Mod 5:3												
	Grammar & spelling				Mod 4:4												
	Inverted pyramid model				Mod 4:1												
	Tone guidelines				Mod 4:5												