

CIVICA



Agylia eLearning Library

Contact Centre Collections

In a time-pressured environment, contact centre agents need to be on top of their game to deliver the best possible customer service – every time. That’s why we created our Contact Centre Collections.

With lessons specifically focused on contact centres, we’ll ensure your teams are empowered, with the right learning when they need it, to deliver brilliant customer service time and time again.

We know that training, development and continuous improvement are a key factor for the modern contact centre. Understanding the elements that affect day-to-day performance, as well as longer-term effectiveness, is essential to deliver high performing teams and generate excellent customer feedback.

CPD accreditation and certification for every lesson allows your organisation to make sure that all learning is compliant and reliable. The content is continuously refreshed to ensure learners are always up-to-date.

Collections 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.

## Contact centre macro

This collection is a one-stop shop for the sector specific needs of a contact centre. All modules provide everything learners need to succeed.

Lessons include:

- Coaching for success
- Email customer service
- Empathy
- Handling brave conversations
- Live chat
- Metrics for managers
- Problem solving
- Rapport building
- Resilience
- Team priority management
- The sales process.

## Contact centre micro

Learners’ needs are constantly changing and they often struggle to set aside time for study during their day. This collection is designed so learners only need a few moments to read, understand and do something different to become more effective in their role.

Lessons include:

- Coaching for success x4
- Email customer service x4
- Empathy x4
- Handling brave conversations x4
- Live chat x4
- Metrics for managers x16
- Problem solving x4
- Rapport building x4
- Resilience x5
- Team priority management x5
- The sales process x4.

## Custom eLearning courses

Are you looking for eLearning courses with learning designs and outcomes to meet your exact needs? We have a team of highly skilled and experienced instructional designers who will create custom content to help you achieve your aims.

### Find out more



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