## Course Syllabus

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|---|---|
| **Code - Course Title** | **ÇMH101U - Call Center Management I** |
| **Course Type** | I. SEMESTER |
| **Laboratory + Practice** | 0+0 |
| **ECTS** | **6.0** |
| **Language of Instruction** | Türkçe |
| **Course Type** | Required Courses |
| **Course Instructor(s)** | PROF. DR. KAMİL ÇEKEROL |

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|---|---|
| **Mode of Delivery** | Distance Education |
| **Prerequisites** | There is no prerequisite or co-requisite for this course. |
| **Courses Recomended** | -- |
| **Recommended Resources** | Çağrı Merkezi Yönetimi I |
| **Work Placement** | -- |

## Course Syllabus

| Weeks | Learning Outcomes | Topics | Teaching Methods |
|---|---|---|---|
| **Week - 1** | | Call Center Concept | |
| **Week - 2** | | Call Center Concept | |
| **Week - 3** | | Call Center Terminology | |
| **Week - 4** | | Call Center Terminology | |
| **Week - 5** | | Türkiye Call Center Sector | |
| **Week - 6** | | Insourcing and Outsourcing in the Call Center | |
| **Week - 7** | | Midterm | |
| **Week - 8** | | Management and Organization in the Call Center | |
| **Week - 9** | | Planning in Call Centers | |
| **Week - 10** | | Planning in Call Centers | |
| **Week - 11** | | Performance Management in Call Centers | |
| **Week - 12** | | Performance Management in Call Centers | |
| **Week - 13** | | Call Center Environment and Security | |
| **Week - 14** | | Final Exam | |

## Learning Outcomes

| # | Learning Outcome |
|---|---|
| 1 | Will be able to explain the development of the call center concept and its unique terminology. |
| 2 | Explain the development of the Turkish call center industry. |
| 3 | Compares the use of insource and outsource in the call center. |
| 4 | Explain the call centers management processes. |
| 5 | Refers to the call center environment. |

## Sustainable Development Goals

*No content has been provided.*

## Course Theme

*No content has been provided.*

## AKTS Workload

| Activity | Duration (Hour) | Count | Workload |
|---|---|---|---|
| Teorik Derse Katılım | 0 | 0 | 0 |
| Sınıf Dışı Çalışma (Ön Hazırlık & Pekiştirme Amaçlı) | 0 | 0 | 0 |
| Ödevler | 0 | 0 | 0 |
| Proje - Rapor - Sunum Hazırlama | 0 | 0 | 0 |
| Ara Sınav Hazırlığı (sınav süresi dahil) | 0 | 0 | 0 |
| Final Sınavı Hazırlığı (sınav süresi dahil) | 0 | 0 | 0 |
| Uygulama (Laboratuvar, Müzik/Enstrüman Uygulaması, Atölye/Saha Çalışması vb.) | 0 | 0 | 0 |
| Staj Uygulaması | 0 | 0 | 0 |
| | | **Calculated ECTS** | **0** |

## Assessment Method and Passing Requirements

*No content has been provided.*

| Assessment Method and Passing Requirements | Quamtity | Percentage (%) |
|---|---|---|
| 1.Midterm Exam | 1 | 30 |
| Final Exam | 1 | 70 |
| | **Sum (%)** | **100** |