Course Syllabus

Code - Course Title	**ÇMH102U - Call Center Management II**
Course Type	II. SEMESTER
Laboratory + Practice	0+0
ECTS	**6.0**
Language of Instruction	Türkçe
Course Type	Required Courses
Course Instructor(s)	PROF. DR. KAMİL ÇEKEROL

Mode of Delivery	Distance Education
Prerequisites	There is no prerequisite or co-requisite for this course.
Courses Recomended	There are no lessons related with the suggested lesson.
Recommended Resources	Çağrı Merkezi Yönetimi II
Work Placement	There is no internship or practice for this course.

Course Syllabus

Weeks	Learning Outcomes	Topics	Teaching Methods
Week - 1	**LO-1** **LO-3**	Technology Management in the Call Center - I	Lecture
Week - 2		Technology Management in the Call Center - I	
Week - 3		Technology Management in the Call Center - II	
Week - 4		Technology Management in the Call Center - II	
Week - 5		Quality Management in the Call Centers	
Week - 6		Information Management in the Call Center	
Week - 7		Midterm Exam	
Week - 8		Human Resources Management in Call Centers - I	
Week - 9		Human Resources Management in Call Centers - I	
Week - 10		Human Resources Management in Call Centers - II	
Week - 11		Human Resources Management in Call Centers - II	
Week - 12		Customer Relationship Management in Call Centers	
Week - 13		Call Center Current Management Issues and Efficiency	
Week - 14		Final Exam	

Learning Outcomes

#	Learning Outcome
1	Will be able to explain service quality and service quality measurement tools used in call centers.
2	Will be able to express information management in general and information management processes and resources in call centers.
3	Will be able to explain multidimensional human resources management in call centers.
4	Will be able to express customer relationship management and related strategies in call centers.
5	Will be able to list the current management problems of the call center and solutions for them.

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	2.00	7	14
Sınıf Dışı Çalışma (Ön Hazırlık & Pekiştirme Amaçlı)	1.00	5	5
Ödevler	5.00	5	25
Proje - Rapor - Sunum Hazırlama	1.00	4	4
Ara Sınav Hazırlığı (sınav süresi dahil)	3.00	6	18
Final Sınavı Hazırlığı (sınav süresi dahil)	3.00	6	18
Uygulama (Laboratuvar, Müzik/Enstrüman Uygulaması, Atölye/Saha Çalışması vb.)	2.00	6	12
Staj Uygulaması	0.00	0	0
		Calculated ECTS	**4.0**

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**