Course Syllabus

Code - Course Title	**ÇMH203U - Service in the Call Center**
Course Type	III. SEMESTER
Laboratory + Practice	0+0
ECTS	**7.0**
Language of Instruction	Türkçe
Course Type	Required Courses
Course Instructor(s)	LECTURER MİNE ŞEN

Mode of Delivery	Distance Education
Prerequisites	There is no prerequisite or co-requisite for this course.
Courses Recomended	There are no other recommended courses related to this course.
Recommended Resources	Çağrı Merkezinde Hizmet
Work Placement	There is no internship or application for this course.

Course Syllabus

Weeks	Learning Outcomes	Topics	Teaching Methods
Week - 1		Basics of Service-Oriented Approach	
Week - 2		Effective Communication on the Phone	
Week - 3		Effective Communication on the Phone	
Week - 4		Change Management	
Week - 5		Change Management	
Week - 6		Teamwork	
Week - 7		Mid-term exam	
Week - 8		Stress and Anger Management	
Week - 9		Stress and Anger Management	
Week - 10		Customer Profiles and Behavior Styles	
Week - 11		Customer Profiles and Behavior Styles	
Week - 12		Professional Behavior on the Phone	
Week - 13		Professional Behavior on the Phone	
Week - 14		Final Exam	

Learning Outcomes

#	Learning Outcome
1	Explain what businesses need to do for a service-oriented approach and their impact on the customer.
2	By listening effectively, he will be able to identify customer needs with effective question asking techniques.
3	Define the importance of the role of leaders in the effective management of changes in call centers and the characteristics of change leaders.
4	Be able to express the importance of team performance and team spirit.
5	Explain stress management in call centers.
6	Will be able to develop attitudes according to customer behavior.
7	Will be able to list the steps needed for effective communication on the phone.
8	Be able to determine the techniques that can be used when a problem is encountered.

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**