

DERS PROGRAMI

I. SEMESTER

Code	Course Title		ECTS
BİL111U	Basic Information Technologies	Required Courses	3.0
ÇMH101U	Call Center Management I	Required Courses	6.0
İLT101U	Interpersonal Communication	Required Courses	6.0
İŞL105U	Principles of Business Administration	Required Courses	6.0
MAT103U	General Mathematics	Required Courses	6.0
	Foreign Language Courses		3.0
Sum			30

II. SEMESTER

Code	Course Title		ECTS
ÇMH102U	Call Center Management II	Required Courses	6.0
ÇMH104U	Meeting and Presentation Techniques	Required Courses	6.0
HİT102U		Required Courses	5.0
BİL112U	Technologies for the Digital Society	Elective Courses	5.0
İLT102U	New Communication Technologies	Elective Courses	5.0
	Foreign Language Courses		3.0
Sum			30

III. SEMESTER

Code	Course Title		ECTS
ÇMH201U	Conflict and Stress Management I	Required Courses	7.0
ÇMH203U	Service in the Call Center	Required Courses	7.0
TAR201U	Principles of Atatürk and the History of Turkish Revolution I	Required Courses	3.0
TÜR201U	Turkish Language I	Required Courses	3.0
İLT203U	Yok	Elective Courses	5.0
İŞL103U	Strategic Management	Elective Courses	5.0
PZL209U	Consumer Behaviour	Elective Courses	5.0
Sum			35

IV. SEMESTER

Code	Course Title		ECTS
ÇMH202U	Conflict and Stress Management II	Required Courses	7.0
ÇMH208U	Customer Relations Management in a Call Center	Required Courses	7.0
TAR202U	Principles of Atatürk and the History of Turkish Revolution II	Required Courses	3.0
TÜR202U	Turkish Language II	Required Courses	3.0
ÇMH204U	Motivation in Business and Life	Elective Courses	5.0
ÇMH206U	Sales Management and Telephones Sales	Elective Courses	5.0
İLT206U	Digital Communications and New Media	Elective Courses	5.0
Sum			35

Foreign Language Courses

Code	Course Title	Laboratory + Practice	ECTS
ALM101U	German I (ALM)(ALM)	0 + 0	3.0
FRA101U	French I (FRA)(FRA)	0 + 0	3.0
İNG101U	English I (ENG)(ENG)	0 + 0	3.0
ALM102U	German II (ALM)(ALM)	0 + 0	3.0
FRA102U	French II (FRA)(FRA)	0 + 0	3.0
İNG102U	English II (ENG)(ENG)	0 + 0	3.0

Elective Courses

Code	Course Title	Laboratory + Practice	ECTS
BYA106U	(TR)	0 + 0	5.0
BYA202U	(TR)	0 + 0	5.0
BYA204U	(TR)	0 + 0	5.0
BYA208U	(TR)	0 + 0	5.0
FOT101U	(TR)	0 + 0	5.0
HİT104U	(TR)	0 + 0	5.0
HİT201U	(TR)	0 + 0	5.0
HİT203U	(TR)	0 + 0	5.0
HİT204U	(TR)	0 + 0	5.0
HİT210U	(TR)	0 + 0	5.0
İLT107U	Communication (TR)	0 + 0	5.0
İLT112U	(TR)	0 + 0	5.0

Elective Courses			
Code	Course Title	Laboratory + Practice	ECTS
İLT202U	(TR)	0 + 0	5.0
İLT211U	(TR)	0 + 0	5.0
MEİ103U	(TR)	0 + 0	5.0
SMY102U	(TR)	0 + 0	5.0
SMY105U	(TR)	0 + 0	5.0
SMY107U	(TR)	0 + 0	5.0
SMY206U	(TR)	0 + 0	5.0
SMY209U	(TR)	0 + 0	5.0

DERS İÇERİKLERİ
