

This training manual provides a comprehensive guide to the core aspects of customer service, the procedures you must follow, and the expectations you are expected to meet. By the end of this training, you will have the knowledge and skills needed to excel in your role as a Call Center Representative.

Welcome to PrimeCall Solutions!

We are dedicated to providing exceptional customer service and supporting our clients with expert solutions. As a member of our customer service team, you will be the first point of contact for customers seeking assistance, and your role will be crucial in maintaining customer satisfaction and building long-lasting relationships.



Edd Customer Service Call Center Training Manual

Brendan G. Carr



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