

Title

Diploma in Business (Contact Centre Operations) [PA 9134]

Description

Diploma in Business is a niche programme that is designed to cater the needs of the Business Process Outsourcing industries. This program provides the overview of the BPO industry verticals, professional services and focus on the call centre operations in specific. The students are offered with the language, communication accent, operational and best practices requirements of the call centre operations. The graduates of this program will able to meet the enormous job requirements in the call centre and the related technical and support services.

Bostonweb diploma programmes are validated by London Metropolitan University and are part of the following degree programme. The students can directly enter into the second year of the degree program and complete the degree within 2 years in Bostonweb College, Malaysia.

- B.Sc (Hons) – Business Information Technology

Number of Credits

90

Core Modules

Introduction to Contact Center – Investigating Contact Center	Selling Management
Introduction to Contact Center –Contact Center Customers	Business Negotiation Skills
Call Handling Skills for Contact	Principles of Marketing
Professional English Speaking 1 or Professional English Speaking II	Consumer Behaviour
English Syntax	Organisational Behaviour
Practical ICT Skills	Business Ethics and Law
Call Handling Skills for Contact Center (Advanced Level)	Effective Leadership and Development for Contact Center
Contact Center Operation	Cost and Management Accounting
Dealing with Contact Center Customers	Business Process Outsourcing
Professional English Speaking III	English Writing for Business
Customer Services	Managing Resources and Organisation Improvement for Contact Center
Teamwork and Problem Solving in Contact Center	Contact Center Technologies and Regulations
Introduction to Management	Practical Training

Career Opportunities

- Call Centre Executives
- Call Centre Specialist
- Credit Control Professional
- IT Support Executives
- Help desk Technician
- Technical Support Specialist
- Quality Analyst
- Reporting Analyst
- Telemarketing Professional
- Travel Agent
- Customer Service Executive

Entry Requirements

Malaysian Students

- Pass SPM – Sijil Pelajaran Malaysia with 3 credits in any relevant
- Certificate in Business and Business Information Technology (or)
- Any other equivalent qualification

International Students

- 'O' Level or equivalent qualification (or)
- 'A' Level or equivalent qualification (or)
- Certificate in Business and Business Information Technology (or)
- Any other equivalent qualification

Academic Pathway

