

Telemaxcenter will be doing a New automated process

Any Center wishing to do any of the projects I have with my Clients, must follow this Protocol! Only very Serious Centers, that want to have a prosper year!

TelemaxCenter Website - www.telemaxcenter.biz

The screenshot shows a web browser window with the URL www.telemaxcenter.biz/careers/. The page features the TeleMaxCenter logo on the left and a navigation bar with several buttons, including one labeled "CallCenters Portal". Below the navigation bar, there is a dark grey box containing the following text:

One of the most important constituents of our success is great people. We are dedicated to attracting and retaining extraordinary contributors. A variety of initiatives and programs offer our associates the opportunity to grow and develop their careers, be rewarded and recognized for their efforts.

TeleMaxCenter offers an excellent benefit program to our employees which includes medical, a retirement plan, tuition reimbursement opportunities for continuing education, and paid vacations. Full details are available from our personnel department.

Below this text is a large advertisement for call center agents. The ad includes a list of tabs on the left, a photo of a smiling woman wearing a headset, and the text "IT'S OUR JOB TO GET YOU HIRED." The word "HIRED." is in large, bold, red letters. The ad also includes the text "You Want To Work As A Call Center Agent? Agent" and "If you're looking for a job as a call center agent, you have to know there are two major types of call center jobs: the inbound and outbound calls. Most call center jobs require no previous experience, so if you're a fresh graduate with no experience at all, you can still get hired as a call center agent." The Windows taskbar is visible at the bottom of the screen, showing the time as 6:20 PM.

Tab 1
Tab 2
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Tab 9
Tab 10

You Want To Work As A Call Center Agent? **Agent**

IT'S OUR JOB TO GET YOU **HIRED.**

If you're looking for a job as a call center agent, you have to know there are two major types of call center jobs: the inbound and outbound calls. Most call center jobs require no previous experience, so if you're a fresh graduate with no experience at all, you can still get hired as a call center agent.

6:20 PM

All Agents must Login at the start of the campaign you are dial! A Must.....

Things we should never fo: x Careers - TeleMaxCenter x
www.telemaxcenter.biz/careers/

Tab 1
Tab 2 **Agents must login with the form below Agents Timesheet**
Tab 3
Tab 4
Tab 5 **Welcome** Today's date is :
Sat Jan 02 2016 18:20:44 GMT-0800 (Pacific Standard Time)
Tab 6 Please note it is extremely important for every account provided by Telemaxcenter, every agent dialing is required to log in and out, for our internal records, for proper reporting procedures for keeping management and our clients informed.
Tab 7
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AGENTS TIMESHEET

AGENTS NAME

Full Name of your Call center

SCHEDULE ACTIVITY
▼

Time Log
:--:--
Example: 11:00 AM

Name of Account you are Dialing

BREAK SCHEDULE LOG
please make sure you fill this out properly Thank you!
▼

Keep a close track of the time zone your are dialing

Telemaxcenter Documentation

Telemaxcenter Profile
Sign up Agent Training Course
Must See Video

LiveChat
Contact Us
PDF Application

Doc Applications

6:21 PM

Floor Mgr. or Team Leader - Must fill in report Daily!

Things we should never fo x Careers - TeleMaxCenter x

www.telemaxcenter.biz/careers/

Tab 7 departments or groups. Performance indicators such as the timeliness of projects or the quality of products coming off an assembly line can help managers pinpoint areas of needed improvement. Staff can manage schedules for work shifts.

Tab 8 A management information system can facilitate collaboration and communication as well. Management can edit and share documents and communicate relevant information on anticipated developments and warnings across the organization.

Tab 9

Tab 10

Significance

Organizations have multiple functional systems. These usually include sales systems, call center systems, financial systems, inventory systems, logistic systems and more. MIS combines information from multiple systems. This helps management staffers better understand their own departments' contributions. In many cases, the combination of data, such as sales figures combined with available inventory, help the manager take the appropriate action in order to meet the customer's needs.

Function

The primary function of MIS is to help a manager take an action, answer a question or ask the right question. The questions or actions should directly relate to tactical or strategic goals. A sales manager who uses projections from the financial systems to compare with actual sales from the sales system can better gauge whether goals will be met. If the target is not going to be met, then the manager and his group can review their past actions and make necessary changes in order to increase sales and meet goals.

Call Centers Management reporting center

This is so that we are always on the same page, and accurate records of daily results for billing, and confirmation.

Your username (**rodney@telemaxcenter.com**) will be recorded when you submit this form. Not you? [Sign out](#)

* Required

Management system

Telemaxcenter Documentation

6:23 PM

Offer some Free Training Material

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www.telemaxcenter.biz/careers/

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Training Tools Training Material

It is so important to engage in some kind of constant training, not only to keep up with the rapid changing technology aspect of the call center industry but it will keep you refreshed, and help you become a better agent. Knowledge is power.

High staff turnover is common and a typical Call Center frequently has many part time team members and employees working different shift patterns since these Call Centers are usually operational for long hours, seven days a week. Consequently, training is a constant requirement and has to be readily available to enable the team to become productive and efficient quickly.

20 Challenges such as data entry errors can cause massive headaches – these companies tell us that up to 20% of what people key into their IT systems is wrong, which means personal and confidential client information is inaccurate. It is also not unusual to have more than one system in place for different processes and it is important to keep external policies and regulations in mind as they can change frequently and should be communicated to end-users.

The impacts of the above can be damaging to business and profitability goals. If policies and best practices are not always adhered to, or if staff are not aware of them because business process changes have not been applied to the system, then they could end up breaking legal codes of conduct. Staff will lose proficiency with the system, employees will feel unmotivated and unable to do a good job leading to low job satisfaction and in the long term they will ultimately leave the organisation.

It can take a long time to realize but training is regularly the missing piece of an organisational puzzle. It is often left until the last minute, under-funded (or more commonly - not funded at all) missing piece.

Yet, having a properly trained workforce is a critical part of running a successful, profitable organisation. Companies that have realised this are introducing a modern way of training. Instead of booking their employees out for a full week on an intensive training course that includes expensive travel and catering costs; they are finding it a lot more effective to support their end users with on the job training whilst they are using the live application. Studies also show that the retention rates of this type of training are much higher.

Unlimited Incentives
We have a Incentives program, that can be earned daily/weekly/monthly. More cash rewards mean being able to give more to those who matter most to you. Each free gift is a way of saying "thank you". Weekly Team incentive giveaways.

Career Growth
We Train to give every agent . Learn from the most dedicated Management team of mentors who help build life-long learners and leaders through the extensive training we provide.

Information...
CUSTOMER
helpful

Telephone Etiquette

Telephone Etiquette - Effect...
TELEPHONE
ETIQUETTE

6:27 PM

Additional Services for the Call Centers.....

Things available to Call Centers and its Agents Other Opportunities

We offer one of the most Extensive Call Center Agent training courses, and of provide continue live training, Job bank, agents forum, Projects available, provide Data list at a very low discounted rate, and much more....

1. I know that a lot of centers are plaque with huge turnover of agents, I done thorough research in methods that can help the centers get control of this. One is to hire us to do the employment process, whether experience or new agents, must go through our training program, and there is a fee that is involved, but the nice thing about that is they can get reimbursed if they complete and past the training program to match the Call centers needs. And for those agents who want to learn more about the industry we offer courses for them, and One of the goals it to get Management involved in supporting the agents, by hiring us to come on site or live webinar training once month. To help their staff stay on top of their game:

[Click to view](#) Register Now for Trianing

2. This link is for Call Centers to post any jobs openings and New agents looking for work, what will make this different then any other resource other then being local and we go to you and hold interviewing and training and hiring for you, saving call centers huge amount of time and money.

[Click to view](#) Telemaxcenter JobBase

Payment Gateway for CCATC

CCATC

For Full course 15 day of complete extensive training.

InvidualCourse CCATC

Individual courses, such Accent training, CSR, English,Communicatons just to name a few.

3. We also offer Projects for the Call Centers, you must be registered with us and qualify for the requirements to obtain any project. And the contract arrangement is made between me and the center, only for the reason of expediting the campaign in a timely fashion according to my Clients request, we provide full training, and there is a fee, which is refundable to the call centers, after they keep contract running for the agreed time set forth on the campaign whether it be 6ths or 1 year to 2 two. The main reason this process is setup like this not only to benefit the Call center but also our clients which opens door for us to acquire more projects or even renewal of the contract with a increase in payout, and also design to help centers learn how to make any campaign generate revenue for them, not as so many centers have done in the past, work a account for one week to 2 months or so.

Please Note...

This New process is for the benefit of the Call Centers, not only will you have full support from me while doing the campaign, but will give the Clients the impression, that we are very organized and professional, and take pride the Services we offer our Clients.

NOTE:

Goal is to fulfill the contract agreement which is usually min 1 year contract.need to give every account time to work itself, not as centers been doing in the past, just running a campaign for a week, or month, that is not allowed with these projects available this year.

Call Centers Protocol is as follow.....

- 1) Every Center affiliated with TelemaxCenter is required to Fill Out Executive Summary sheet - can download on my website.
- 2) There is a Security Fee of 2,500 pesos which is refundable at the duration of contract by clients that I provide the Centers,
- 3) You will have access to a Free dialer for those centers who are without, also free training material to help agents be Successful in their Dialing.
- 4) Also have available Live Training I can do with the centers, there is a onetime free of 1,500k and I will be available on a daily basis for the duration of contract.
- 5) I provide Data list at very low discount rate, scrubbed 3 times, also provide training course for new agents, seasoned, management, I encourage you take advantage of this great opportunity.

We are a team so let's get Pumped up! You can do it.



I am here 24/7 to provide full support

SkypeID: coachneyrod

email: rodney@telemaxcenter.com

landline: 0495084818

Cellphone: 639288091864

Usa Number: 7146021079

24/7 online chat support available at your fingertips.