ISO 18295 Contact Center Management Implementation Training Course

3 – 7 May 2027
Addis Ababa

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Ref: 726_223944 **Date:** 3 – 7 May 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

Overview

ISO 18295 Contact Center Management Implementation Training Course is a one-week professional course for contact center managers, supervisors, quality leaders, workforce managers, and customer operations professionals who leave with an ISO 18295 Implementation Portfolio. Participants convert customer contact center service requirements into governance controls, accessible interaction processes, workforce competence practices, KPI governance, quality monitoring, complaint handling, continuity arrangements, supplier controls, and continual improvement actions. The course resolves fragmented operational practices through traceable implementation artifacts. Agile Leaders Training Center develops ISO 18295 contact center management capability.

Who Should Attend

- Teams responsible for governing customer contact center operations
- Teams responsible for service quality monitoring and calibration
- Teams responsible for workforce competence and resource planning
- Teams responsible for customer accessibility, complaints, and service recovery
- Teams responsible for supplier performance and operational continuity

The course assumes participants manage or support contact center processes and leaves out certification audits, software configuration, and detailed labor scheduling algorithms.

Departments and Industries

The course supports departments and industries where managed customer contact affects service reliability and customer outcomes.

- Customer operations, contact centers, and service quality
- Workforce management, learning, and performance assurance
- Banking, insurance, and telecommunications services
- Healthcare, utilities, and public-facing services
- Retail, travel, logistics, and outsourced service providers

Learning Objectives

By the end of this course, participants will be able to:

- Analyze ISO 18295 service requirements and operating scope
- Build contact center governance and responsibility controls
- Apply workforce competence and accessibility practices
- Use contact center KPI governance and quality monitoring
- Evaluate complaints, continuity, and supplier controls
- Prioritize evidence-based continual improvement actions

Course Agenda

Day 1: Standard Scope and Governance

- ISO 18295-1 Service Requirement Map
- ISO 18295-2 Client Responsibility Matrix
- Customer Contact Center Scope Boundary
- Governance Role and Accountability Chart
- Interested-Party Requirement Register

Day 2: Customer Access and Service Processes

- Interaction Channel Accessibility Checklist
- Customer Information Quality Control
- Contact Handling Process Map
- Waiting and Response Performance Definition
- Complaint and Escalation Workflow

Day 3: People, Resources, and Continuity

- Workforce Competence Matrix
- Agent Training Evidence Record
- Employee Engagement Practice Review
- Operational Resource Capacity Check
- Contact Center Continuity Control Plan

Day 4: Measurement and Improvement Controls

- Contact Center KPI Dictionary
- Quality Monitoring Sample Plan
- Interaction Evaluation and Calibration Method
- Supplier Performance Control Scorecard
- Corrective Action and Improvement Backlog

Day 5: ISO 18295 Implementation Practice

- Exercise: Define Scope and Assign Responsibilities
- Exercise: Map a Customer Contact Process
- Exercise: Build a KPI and Quality Control Set
- Exercise: Evaluate a Complaint and Continuity Scenario
- Capstone: ISO 18295 Implementation Portfolio

Practical Exercises

The course uses suggested activities drawn from telecommunications, banking, healthcare, and outsourced service operations.

- Suggested activity: convert selected service requirements into accountable operating controls and evidence records.
- Suggested activity: test a multichannel customer interaction for accessibility, information quality, escalation, and response measurement.
- Suggested activity: calibrate quality-monitoring judgments and connect findings to corrective action.
- Suggested activity: evaluate supplier and continuity evidence before prioritizing improvement actions.

FAQs

Who suits ISO 18295 contact center management training, and what does it assume?

Managers, supervisors, quality leaders, workforce managers, and customer operations professionals suit the training; it assumes practical responsibility for contact center processes, evidence, people, or suppliers.

How does ISO 18295 implementation training differ from general call center management training?

ISO 18295 implementation training organizes operating decisions around defined service requirements, responsibilities, performance evidence, customer access, and improvement controls; general management training may focus more broadly on leadership, staffing, or technology.

What is the difference between ISO 18295-1 and ISO 18295-2?

ISO 18295-1 addresses service requirements for customer contact centers, while ISO 18295-2 addresses responsibilities of client organizations that use contact center services.

Which evidence supports ISO 18295 contact center management?

Useful evidence includes scope definitions, role assignments, process maps, competence records, accessibility checks, KPI definitions, quality-monitoring results, complaint records, supplier reviews, continuity controls, and improvement actions.

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Conclusion

Participants take back an ISO 18295 Implementation Portfolio containing scope, governance, process, competence, KPI, quality, supplier, continuity, and improvement artifacts. It changes disconnected contact center practices into traceable management controls. The portfolio supports operational implementation without replacing independent conformity assessment.