

CLUB 21

 90 SECOND VIDEOS

1.

How to make money when you sell

2.

Why sell contact centre systems

3.

What is a contact centre

4.

History of the contact centre

5.

What contact centre's care about

6.

What contact centre's need to function

7.

How to become a partner

8.

What NICE inContact offers to the market

9.

Omnichannel Routing

10.

Workforce Management Scheduling and Forecasting

11.

Quality Management Pro

12.

Speech Analytics and Survey

13.

NICE inContact Differentiation

14.

Reporting and facilitating change

15.

How to spot a deal in 90 seconds

16.

How to access content and training

17.

How to register a deal

18.

Return on investment in contact centres

19.

Six decisions in a CCaaS Cycle

20.

NICE inContact Sales Process

21.

NICE inContact Segmentation

Club 21 Quiz

