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employ approximately  
1-2% of the working  
population and in some  
regions as much as 4%.

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client know you are  
listening by  
acknowledging or  
commenting on what  
they are saying.

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consideration and  
sensitivity • Take time  
with each caller as  
needed—staff is  
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STANDARD  
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PROCEDURES

Why call center  
employee onboarding  
matters While

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onboarding is a process new employees go through to get inducted into the company at the start of their career, it doesn't stop within just a few days. For call center employees, training is highly valuable and can't be overdone.

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interact with your  
customers, agents must  
be trained on how to  
effectively use your call

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center software. Bring in

your team expert to

show them the ropes,

provide them with

training manuals that go

over the basics and

allow them to try it for

themselves. It would

also be helpful to walk

them through common

scenarios like how to

join a conference call,

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Corrie McKeague (left)

of Dunfermline, Fife,

was 23 when he

vanished in the early

hours of September 24

2016 after a night out in

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