



**Certified Contact  
Center Agent**

## ■ ■ ■ Introduction

Orion Learning's global service certification programs are ISO based conformity assessment programs utilizing the national occupational standards for customer service. Our certification programs deliver the necessary skills training for the certification candidate to be competent as a contact center agent.

## ■ ■ ■ Overview

This certification training program is designed for individuals seeking the accreditation of a Certified Contact Center Agent and is authorized by the International Service Standards Alliance (ISSA).

The program is a set of comprehensive training courses designed to provide you with necessary training to be certified as a Contact Center Agent and to prepare you for the responsibility of professionally interacting with people, processes and technology.



## ■ ■ ■ Designation

This certification program results in the granting of a Certified Contact Center Agent (CCCA®) designation upon successful completion of the training requirements.

## ■ ■ ■ Program Benefits

This certification training program is the only program in the world for which offers:

- An ISO certification program
- Comprehensive training curriculum
- Global certification
- Global designation
- Public register of certification candidates and accredited members
- Personalized program certificate
- Membership with ISSA
- Opportunity for career path planning

## ■ ■ ■ National Occupational Standards

The National Occupational Standard (NOS) defines the knowledge, skills and abilities a person must have to perform the job at a competent level. The NOS are developed, reviewed and approved by government and industry committees with representation from government, industry, educational professionals. The NOS provide the basis for:

- Nationally standardized skill sets
- Training, curriculum development and certification programs
- Clearly defined career information
- Industry-wide human resource strategies and solutions
- Improved productivity including customer service, increased profitability and job satisfaction

Industries, on the whole, benefit from standards by providing a clear definition of what service employees do and how they perform their job tasks to a more credible and professional image.

Questions? Contact Orion at 1-855-686-2002 Ext. 104 or email [sales@orionlearning.com](mailto:sales@orionlearning.com)

[www.orionlearning.com](http://www.orionlearning.com)

## Process

The following steps are the process to obtaining your global designation:

**Step 1** REGISTER for a certification program

**Step 2** TRAIN by completing the required courses

**Step 3** MAINTAIN your accreditation

## Program Curriculum

The following items list the task and main learning outcomes for the certified contact center agent program:

### 1. Professionalism

- Personal Attributes
- Interpersonal Interaction
- Work Attributes
- Time Management

### 2. Communication Skills

- Verbal Communication
- Written Communication
- Effective Listening

### 3. Technology Skills

- Technology Types & Uses
- Customer Relationship Management (CRM)
- Privacy & Security

### 4. Health & Safety

- Workplace Safety
- Health & Wellness
- Workplace Hazardous Materials Information System (WHMIS)

### 5. Operations

- Contact Center Environment, Technology & Systems
- Customer Service Basics
- Customer Needs & Desires
- Discovering Customer Problems