# Call Recording and Quality Monitoring Tools Training Course

Professional Development Training Course Outline

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|---|---|---|---|
| **Category** | Customer Service and Customer Experience | **Duration** | 5 Days |
| **Base Fee** | $1,500 USD | **Delivery Mode** | Online / On-site Hybrid |

## Course Introduction

In today’s fast-paced business environment, delivering exceptional customer experiences is no longer optional it’s a competitive necessity. Call Recording and Quality Monitoring Tools have become indispensable for contact centers, sales teams, and customer support operations to ensure compliance, enhance agent performance, and drive customer satisfaction. Call Recording and Quality Monitoring Tools Training Course equips professionals with hands-on expertise in advanced call recording technologies, real-time quality monitoring, speech analytics, and actionable insights to optimize customer interactions and operational efficiency.

Participants will gain mastery over industry-leading tools, best practices for compliance, data-driven performance evaluation, and strategies for improving first-call resolution and customer loyalty. By integrating practical case studies and interactive sessions, this program ensures learners not only understand the technical features but also apply them to real-world scenarios. The course is ideal for organizations aiming to leverage AI-driven analytics, cloud-based call recording solutions, and omnichannel quality monitoring for measurable business outcomes.

## Programme Curriculum

**Call Recording and Quality Monitoring Tools Training Course**

**Introduction**

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**Course Duration**

5 days

**Course Objectives**

1. Master advanced call recording technologies for cloud and on-premise systems.
2. Implement quality monitoring frameworks to enhance customer experience.
3. Utilize speech analytics to derive actionable insights from calls.
4. Ensure regulatory compliance with GDPR, PCI DSS, and HIPAA standards.
5. Optimize agent performance metrics using real-time dashboards.
6. Apply AI-driven call scoring for objective quality evaluations.
7. Improve first-call resolution (FCR) rates with monitored feedback.
8. Analyze customer sentiment to enhance satisfaction and loyalty.
9. Integrate omnichannel monitoring across voice, chat, and email.
10. Conduct trend analysis to predict operational bottlenecks.
11. Implement coaching strategies based on call review insights.
12. Reduce operational costs through targeted process improvements.
13. Develop actionable reporting for management and stakeholders.

**Target Audience**

1. Contact Center Managers
2. Customer Support Supervisors
3. Quality Assurance Analysts
4. Call Center Agents
5. Training and Development Managers
6. Compliance Officers
7. Operations Managers
8. IT & Systems Administrators

**Course Modules**

**Module 1: Introduction to Call Recording Systems**

- Overview of call recording technologies
- Cloud and on-premise solutions
- Compliance and legal considerations
- Recording best practices for quality assurance
- **Case Study:** Implementing GDPR-compliant call recording in a multinational organization

**Module 2: Quality Monitoring Fundamentals**

- Key metrics for quality evaluation
- Developing scorecards and evaluation forms
- Real-time and post-call monitoring
- Common quality gaps and corrective strategies
- **Case Study:** Improving agent performance using scorecards

**Module 3: Advanced Speech Analytics**

- Understanding voice sentiment analysis
- Keyword spotting and automated tagging
- Integrating AI-driven analytics for insights
- Identifying trends and customer behavior patterns
- **Case Study:** Leveraging speech analytics to boost upsell conversions

**Module 4: Regulatory Compliance & Data Security**

- GDPR, HIPAA, and PCI DSS overview
- Ensuring secure storage and retrieval
- Access control and audit trails
- Privacy-compliant call handling
- **Case Study:** PCI DSS compliance implementation in a financial services call center

**Module 5: Real-Time Monitoring & Coaching**

- Live call monitoring techniques
- Whisper and barge-in features
- Instant feedback for agents
- Structured coaching sessions
- **Case Study:** Reducing average handling time through real-time interventions

**Module 6: Performance Analytics & Reporting**

- Generating dashboards and reports
- Identifying KPIs for agent and team performance
- Data visualization for management insights
- Predictive analytics for performance improvement
- **Case Study:** Implementing a KPI-driven reporting framework in a BPO

**Module 7: Omnichannel Quality Monitoring**

- Monitoring calls, chats, emails, and social media
- Unified quality evaluation across channels
- Analyzing multi-channel customer journeys
- Enhancing cross-channel customer experience
- **Case Study:** Boosting NPS scores through omnichannel quality monitoring

**Module 8: Implementation & Optimization Strategies**

- Best practices for tool deployment
- Change management and adoption strategies

- Continuous improvement with monitoring insights
- Case-driven approaches for business transformation
- **Case Study:** Scaling call monitoring tools in a global enterprise

### Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

**Register as a group from 3 participants for a Discount**

**Send us an email: info@fineskilltrainingcenter.org or call** +254769199797

**Certification**

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

**Tailor-Made Course**

We also offer tailor-made courses based on your needs.

**Key Notes**

**a.** The participant must be conversant with English.

**b.** Upon completion of training the participant will be issued with an Authorized Training Certificate

**c.** Course duration is flexible and the contents can be modified to fit any number of days.

**d.** The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

**e.** One-year post-training support Consultation and Coaching provided after the course.

**f.** Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

## Upcoming Scheduled Sessions

| Start Date | End Date | Location | Price |
|---|---|---|---|
| **23 Nov 2026** | 27 Nov 2026 | Online | $1,000 |

| Start Date | End Date | Location | Price |
|---|---|---|---|
| **23 Nov 2026** | 27 Nov 2026 | Physical | $1,500 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $3,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $3,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $4,500 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |

Ready to enroll or request a customized program? Book online or contact us:

**Register Online Now**

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com