Competitive Computing Consultants Inc.
Course Curriculum Details

Abstract
Meeting your Business Training needs

Service Delivery Management Framework Training

Develop your employee business delivery skills related to automating business processes, social media business channels, customer management and end-to-end management of business operations by using modern technologies and techniques.

We have devised an integrated curriculum that clients have used in creating an efficient and automated service delivery culture within their organization or company(s). Essentially, we believe in the integration of automated business processes with a focus on client/customer management while promoting products and services through traditional online and newly developed social media delivery channels.

You can choose from a set of training options that will meet your business and service delivery needs. These options are specific to areas of expertise related to:

- Service Delivery Management Framework – Full Course Curriculum **($6,499.99** per employee)
  - o Process Automation Component (Beginner/Intermediate or Advanced)
  - o Customer Experience Component
  - o Social Media for Business Component
- Service Delivery Management Framework – Customer Experience Management **($4,499.99** per employee)
  - o Process Automation Component (Beginner/Intermediate or Advanced)
  - o Customer Experience Component
- Service Delivery Management Framework – Social Media for Business **($4,499.99** per employee)
  - o Process Automation Component (Beginner/Intermediate or Advanced)
  - o Social Media for Business Component

- Service Delivery Management Framework – Business and Service Delivery Management **($4,499.99** per employee)
    - o Customer Experience Component
    - o Social Media for Business Component

NOTE – Group discounts available.

Process Automation - Beginner/Intermediate Curriculum

An introduction to business process automation training that delivers hands-on automation & technical skills training for small business.

Course Breakdown

Process Automation:
- Platform setup and configuration.
- Introduction to data interfaces and integration with POS, Accounting, Reporting and Customer Management Systems.
- Learning process automation techniques using modern platform in the delivery and management of Business Services and Products.
- Platform/product training to support small business processes.
- Introduction to centralized management of business data and how to update, edit data use throughout the business lifecycle.

Methodology

Our delivery is something that the training industry doesn't do, we deliver using hands-on methods for teaching process automation for small business. Within your business, we would be introducing and start the process of elevating employee skills in process automation. As an example, for the "customer intake" process we will introduce your staff on how to integrate platform tools with the engagement (meet, greet and schedule), catalogue (select desired product/services), execution (deliver services), quality review (validate the delivery of services and customer acceptance) and payment processing steps. The similar approach will be taken for other processes, which include advertising, customer management, marketing, catalogue management, business reporting etc.

Courseware & Materials

Our courseware and materials for Module 1 include the following:
- On-Site Classroom Delivery (CCC laptops and platforms)
- Process Guides and Courseware
- Flash Drive with copies of all courseware.
- 30-day portal access

Process Automation - Advanced Courseware Curriculum

Advanced business process automation training that delivers hands-on automation & technical skills, training for small business.

Course Breakdown

Process Automation:
- Platform setup and configuration.
- Data Interface and integration techniques with POS, Accounting, Reporting and Customer Management Systems.
- End-to-end process automation training using modern platform in the delivery and management of Business Services and Products.
- Advanced platform/product training to support small business processes.
- Centralized management of business data and how to update, edit data use throughout the business lifecycle.

Methodology

Our delivery is something that the training industry doesn't do, we deliver using hands-on methods for teaching process automation for small business. Within your business we would be taking what was taught in (Beginner/Intermediate) and elevate it to the full business lifecycle. As an example, for the "customer intake" process we will show your staff how to integrate platform tools with the engagement (meet, greet and schedule), catalogue (select desired spa and salon services), execution (deliver services), quality review (validate the delivery of services and customer acceptance) and payment processing steps. The similar approach will be taken for other processes, which include advertising, customer management, marketing, catalogue management, business reporting etc.

Courseware & Materials

Our courseware and materials for Module 2 include the following:
- On-Site Classroom Delivery (CCC laptops and platforms)
- Process Guides and Courseware
- Flash Drive with copies of all courseware
- 30-day portal access

Customer Experience Curriculum

Educating staff on techniques, tools and strategies for elevating your business's Customer Service and Management capabilities. Courses are typically tailored to your specific business customer service needs.

Curriculum is focused on:

- An Introduction to Customer Service
- Customer Service Methods and Definitions
- Understanding your customer values and goals
- Planning your customer experience
- Actioning your customer experience plan
- Dealing with both good and bad customers
- Customer management techniques
- Hands-on exercises

Additionally, you will receive 30-day portal access to our Customer Service learning videos.

Social Media for Business Curriculum

Educating staff on techniques, tools and strategies for elevating your business's Social Media and Marketing delivery. Courses are typically tailored to your specific business and Social Media needs.

Curriculum is focused on:

- Social Media Introduction
- Online Business or Brick and Mortar businesses
- Content
- Building a Social Media community;
    - Facebook
    - Twitter
    - Instagram
    - Pinterest
    - Houzz
    - LinkedIn
    - Tumbler
    - YouTube
- Social Media Marketing campaigns;
    - Event promotion Campaign
    - Product promotion Campaign
    - Annual sales and celebration Campaign
- Customer Reviews – What to do and don'ts
- Applications and technologies that can help you
- Reporting

Additionally, you will receive 30-day portal access to our Social Media learning videos.