

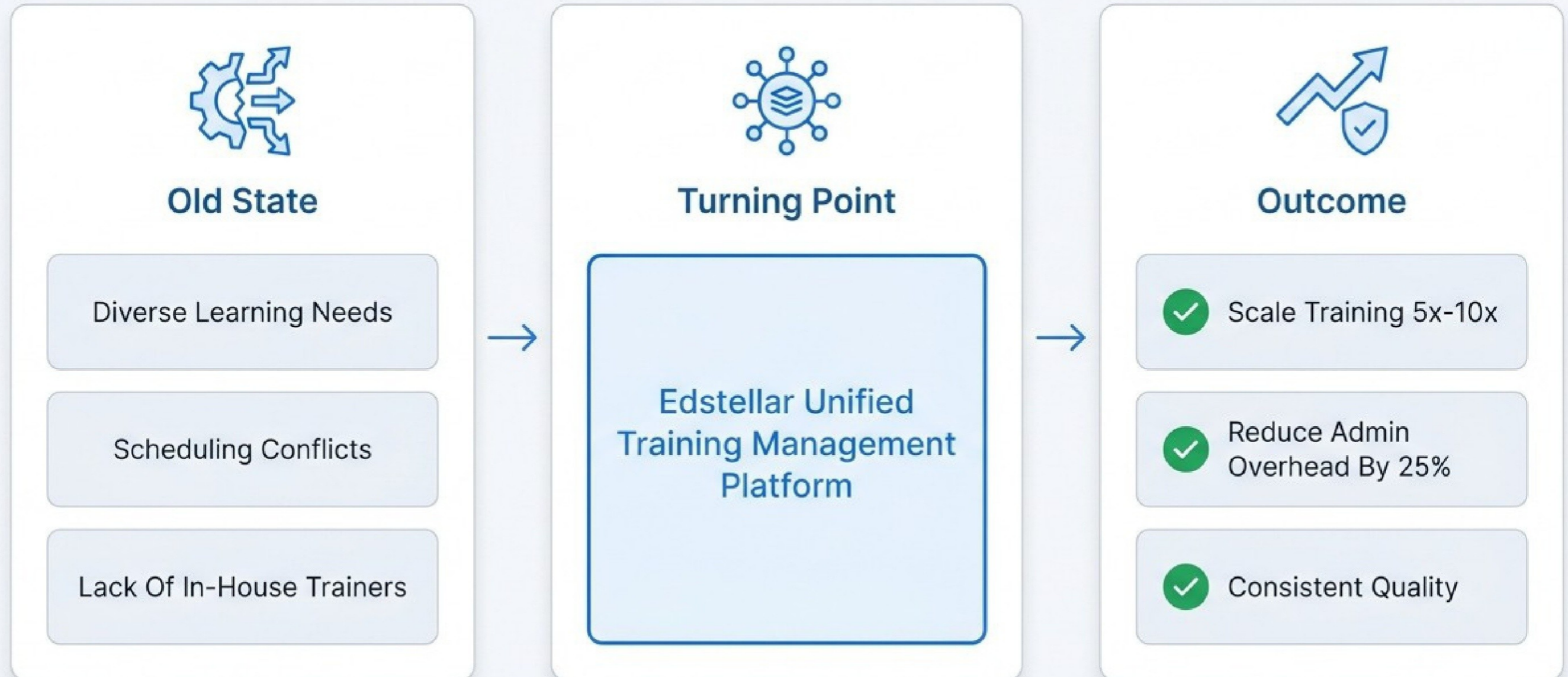
Corporate QueueMetrics Training Course

Equip Your Teams To Optimize Operations, Enhance Performance Monitoring, And Ensure High-Quality Customer Service.



The Organizational Upskilling Transformation

Moving From Fragmented Administration To Streamlined Corporate Learning



Key Program Parameters

Scalable Training Delivery Designed For Enterprise Teams

8 - 16 Hours

Duration



Instructor-Led

Delivery



**Virtual / On-Site /
Off-Site**

Modalities



10,000+

Verified Trainers



**Course
Certificate**

Recognition



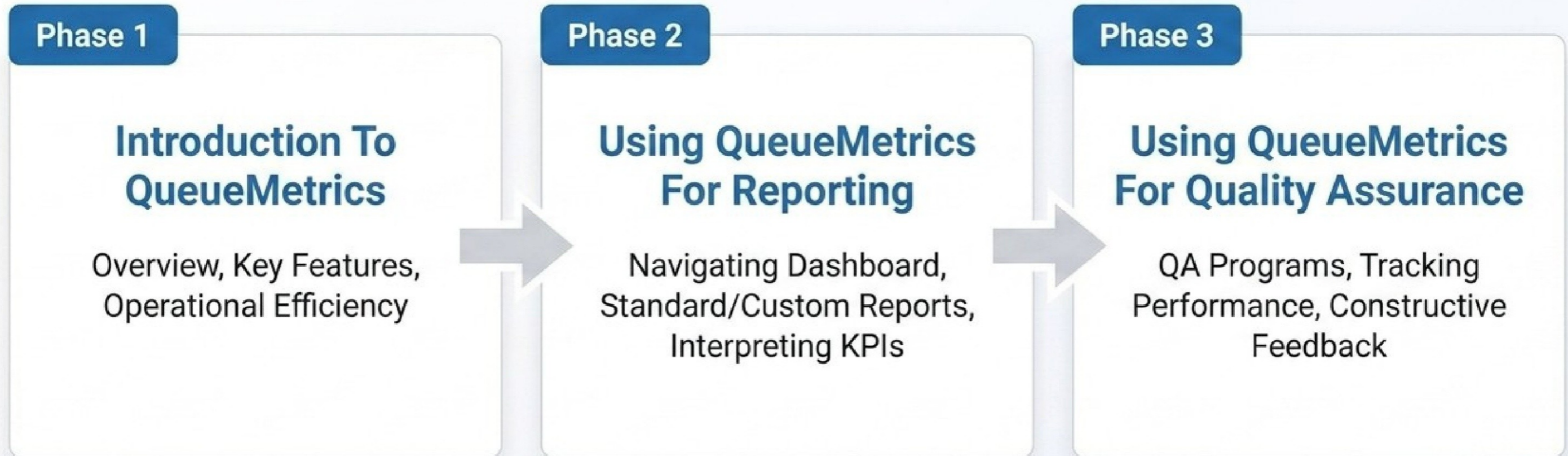
The QueueMetrics Capability Trajectory

A Structured Path From System Basics
To Advanced Analytics Mastery



Core Pedagogical Phases

Comprehensive Modules Developed By Industry Experts



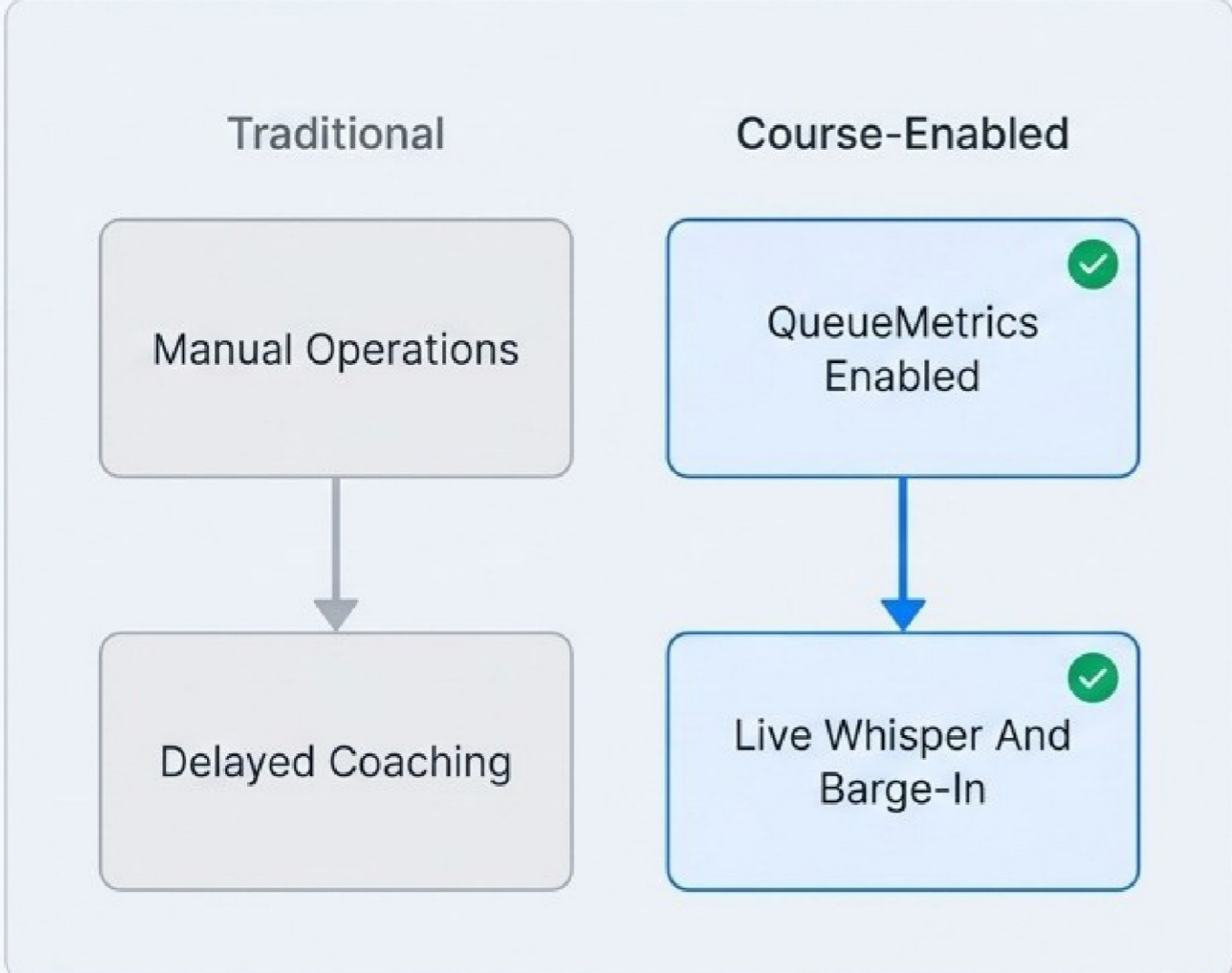
Foundation And Setup Operations




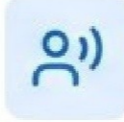
Establishing The Technical Infrastructure For QueueMetrics



Real-Time Call Monitoring Workflows

Transitioning From Manual Oversight To Actionable Live Tracking



-  1. Live Call Tracking
-  2. Monitoring Agent Performance
-  3. Setting Up Call Recording
-  4. Implementing Best Practices For Coaching

Advanced System Utilization

Leveraging Analytics For Continuous Operational Improvement



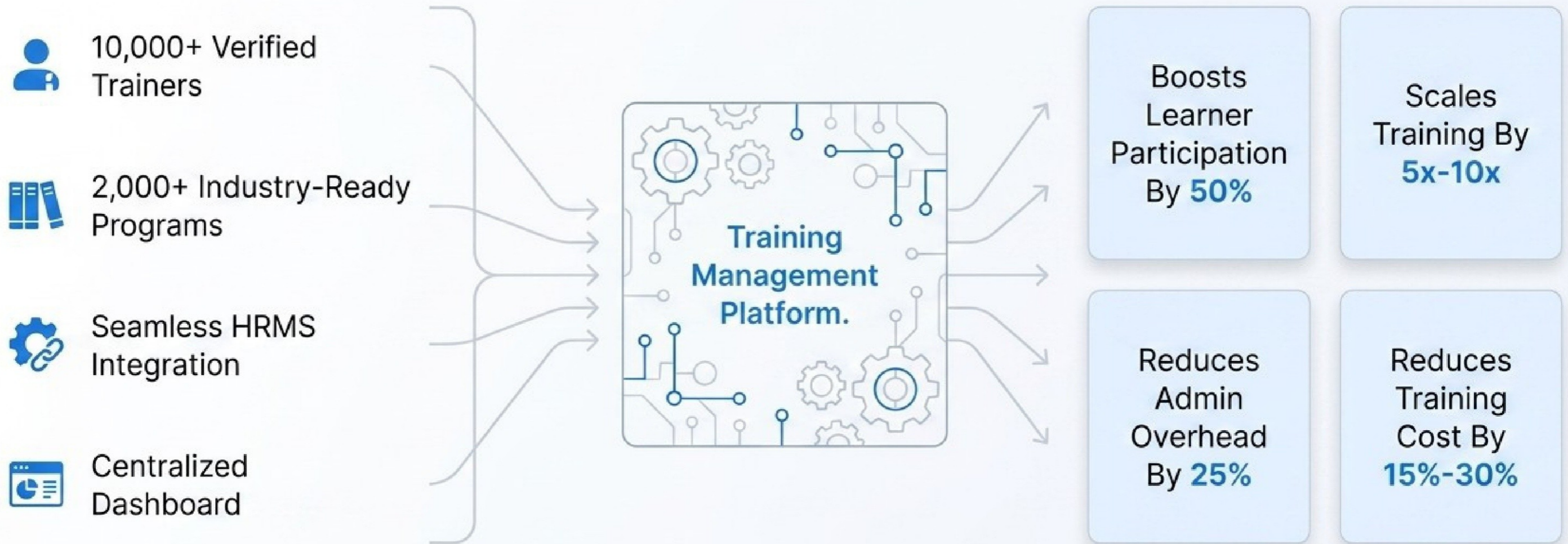
Cross-Functional Capability Mapping

Aligning QueueMetrics Skills To Specific Organizational Roles

Role	Core Capability	Organizational Outcome
Call Center Managers	Real-Time Monitoring	Optimized Customer Service Operations.
Quality Assurance Analysts	Call Recording And Feedback	Enhanced Service Reliability.
Data Analysts	Predictive Analytics	Informed Decision-Making.

The Edstellar Value Generation Engine

Transforming Inputs Into Quantifiable Corporate Outcomes



Target Audience Alignment

Relevant Across Technical And Strategic Functions



Flexible Enterprise Deployment

Highly Adaptable Formats To Suit Operational Requirements



Virtual Live

- ✓ Attend In Own Space.
- ✓ Accommodate Large Groups.
- ✓ Interactive Tools.



On-Site Face-To-Face

- ✓ Tailored Workplace Environment.
- ✓ Team Collaboration.
- ✓ Hands-On Demonstration.



Off-Site Face-To-Face

- ✓ Distraction-Free Environment.
- ✓ Dedicated Schedule.
- ✓ Boosts Employee Morale.

Proof of Impact

Validated Outcomes From Enterprise Deployments

“The QueueMetrics training gave our team advanced reporting expertise that revolutionized our call center operations approach... We reduced operational costs by 40% while simultaneously improving service quality standards.”

Ali Rahman

Quality Assurance Manager

A Global Contact Center Solutions Company.

Unrestricted Geographic Capability

Delivering Consistent Quality Across Regions And Languages

Edstellar Global Footprint

100+ Countries

Delivery Across US, UK, India, Australia, Canada, And More.

10 Languages

Training Available In English, Español, Deutsch, Français, And More.



Validates Acquired Skills And
Motivates Ongoing Learning.

Initiate Your Skilling Transformation

Plan Your Next Initiative With A
Leading Corporate Training Provider

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