

Call Center Training Part 2, Basic Electricity, and MS Office Tips and Tricks

The Upskill IT Workshop held an online webinar on 4th of September via Zoom and Facebook live to discuss the basics of electricity, shared tips and tricks regarding MS Office, and another call center training with guest speakers Mr. Arthur Layug, Mr. John Carlo Ukol, and Ms. Desiree Abroladura.

The first section of the webinar started with call center training and we were taught basic English grammar such as 'be verbs' and proper usage of prepositions. Learning these is important because it allows us to have a good command of the English Language, it allows us to construct sentences accurately and understandable. The thing that Ms. Desiree reminds us that one requirement in applying for a call center is to have good communication skills to allow others and ourselves to understand the information accurately and quickly, else it will lead to misunderstanding and frustration. After that, we did a mock up call as a practice to answer a client. Ms. Desiree teaches us what to say after picking up the call and how to answer a client's inquiries/problems.

Next lesson that is tackled is basic electricity. Before that, we were asked first which country among the choices has the most casualties of electrocution: Philippines, USA, China, or India, whereas the answer is India. In the Philippines, the number one cause of fire is because of faulty electrical connection. After explaining the difference between risk and hazard, Mr. Layug taught us the Ohm's law. So its formula is $V = I/R$, where v stands for voltage which makes electric charges move, I stands for current which is the flow of electronics to conductive materials, and R stands for resistance, a measure of opposition to electric current. Also, one key point on this lesson is when the resistance increases the voltage and current decreases, and vice-versa. I think to learn electricity, and the relationship between the components of what we use in circuits is important to avoid future casualties.

Last lesson of this webinar is some tips and tricks we can use in Microsoft Word. We can use F7 to check the spelling and grammar. Ctrl + backspace to delete fast. In adding line space, we can do shortcuts like ctrl + 1 for single space, ctrl + 2 for double space, and ctrl + 5 for 1.5 spacing. Pinning a document will be useful too especially when there's a lot of file, and to do that we can go to file and hover the cursor to the pin next to the chosen document, then click that pin button. Another helpful tip is to change the theme color of the MS office, and to do that we will go to file, then look for the account button, look for the office theme then choose the preferred color, we can change the MS office to dark theme instead of generic white theme. Another useful tips is the Autocorrect Rules, this allows you to

type shortcuts then after pressing space it will complete the words, say example I set rule/shortcut for Integrated Development Environment as IDE, when I type IDE and press space, it will turn as Integrated Development Environment. I think this is helpful to make typing faster and easier. Lastly, to allow others to edit the file without sending it on Gmail, we can add their emails to collaborate button, and that will allow them to edit and comment on the file.