

# Call Center Management- Key Regulatory Requirements

**April 17, 2023**  
**09:00 AM - 12:00 PM**

## Content

- Ideal Components of Call Center Management Policy
- Processes to be covered in SOPs
- SBP's instructions on Outsourcing
- TORs of the Call Center Oversight Committee
- Ease of Lodgment/ Convenience/ Fairness
- Intergration of Call Center Management and Complaint Management Systems
- Maintenance and Monitoring of User Logs
- IT security and Disaster Recovery
- ON-Floor Requirements
- Performance Review

**Online Via Zoom**

**Course Fee**  
**5,000 Plus Tax**

## For Registration

Registration@nibaf.gov.pk | 051-9269778  
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## Trainer



**Mr. Sajid Khan**

Joint Director,  
State Bank of Pakistan

Mr. Sajid Khan, Joint Director-BC&CPD, SBP has diverse experience of working in State Bank of Pakistan in the area of regulations, consumer protection and on site examination of the leading Pakistani Banks/DFIs/ MFBs/Islamic Banks. Conducted various regulatory examinations during which assesses the credit risks, Governance Risk, AML/CFT risks, and other risks assumed by the SBP regulated entities and also their compliance with their own policies and regulatory framework. Besides, also carried out special/targeted investigations/inspections as well as attended local & international trainings.