Support Operations (SupportOps)
Academic Program Prospectus

PAGE 1. INTRODUCTION AND PRACTITIONER CONTEXT

Practitioner Foundation

This program is grounded in the professional experience of its designer across frontline support delivery and global operations leadership. Over thirty years of experience were spent in support environments, including direct handling of more than twenty thousand inbound customer interactions through voice, email, and other media channels.

The SupportOps curriculum addresses high-volume, performance-driven support organizations operating across various channels, including inbound, outbound, chat, email, social, and other digital channels.

More than fifteen years were spent in management and leadership roles, with direct responsibility for agent performance, quality programs, escalation design, workforce coordination, and operational metrics. This experience includes hands-on collaboration with dozens of contact centers and Business Process Outsourcing organizations across multiple regions, including India, the Philippines, Latin America, Germany, and North America. Agent training was conducted directly on BPO delivery floors rather than solely through remote or theoretical instruction. Experience spanned operational floors of less than a dozen agents to over 450 agents on a single support floor.

The program integrates this operational background with formal academic training and industry certification. This foundation shapes SupportOps as a curriculum designed from inside operational reality rather than from abstract service models. The content reflects how work is actually performed, measured, coached, and escalated within large-scale outsourced support organizations.

Program Overview

Support Operations, also referred to as SupportOps, is an applied academic program that focuses on the functioning of modern support organizations. The program prepares students to operate effectively within structured, metric-driven support environments, with particular emphasis on Business Process Outsourcing delivery models.

Rather than treating support as merely customer service, SupportOps frames it as an operational system. Students learn how communication, documentation, tooling, metrics, quality standards, and escalation logic interact under real delivery conditions. The program emphasizes operational discipline, decision-making under pressure, and accountability within queue-based work environments.

Program Value

For students, SupportOps builds job readiness by aligning academic preparation with real operational expectations. For institutions, the program supports applied learning and employability objectives. For employers, it reduces onboarding friction by producing graduates who understand how support work is organized, measured, and improved.

Relevance to India and Global BPO Operations

India serves as a central hub for delivering global support across various sectors, including technology, finance, healthcare, and consumer services. As client expectations evolve beyond scripted interactions toward operational maturity, organizations require talent that understands how support systems function end-to-end.

SupportOps aligns with India's employability priorities by preparing students for real delivery environments rather than abstract service roles. The program reflects the operational realities of BPO work, including performance measurement, quality oversight, escalation management, and cross-functional coordination.

Academic Positioning

SupportOps integrates naturally within programs in business administration, information systems, computer applications, communication, and operations. It may be offered as a certificate, an elective, a minor, or an embedded module within existing degree structures. The curriculum is vendor-neutral and framework-driven, allowing adaptation across institutional contexts without dependence on proprietary platforms.

PAGE 4. CURRICULUM SNAPSHOT (CANONICAL 15-WEEK STRUCTURE)

Week 1: Foundations of Support Operations
Week 2: Communication Architecture in SupportOps
Week 3: Ticket Lifecycle and Documentation Systems
Week 4: Troubleshooting Frameworks and Structured Reasoning
Week 5: Systems, Devices, and Performance Fundamentals
Week 6: Multichannel Operations and Service Delivery
Week 7: Customer Psychology, Empathy, and Interaction Quality
Week 8: Escalation Logic and Cross-Tier Coordination
Week 9: Product Knowledge and Operational Readiness
Week 10: Queue Management, Time Discipline, and Workload Control
Week 11: Diagnostic Literacy for Applications and Networks
Week 12: Support Ecosystem Tools and Platforms
Week 13: Metrics, Quality Systems, and Continuous Improvement
Week 14: SupportOps Career Pathing and Leadership Development
Week 15: Capstone / Final

Contact and Next Steps

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This prospectus is intended for academic review and discussion.