



CALL CENTRE AGENT CERTIFICATE

PROUDLY PRESENTED TO

NALEDI MOLOI

Online Modules Completed

◦ Call Centre Operations ◦ Customer Service Skills ◦ Product Knowledge & Sales ◦ Communication Skills ◦ Quality Assurance ◦ Time Management ◦ Performance Management ◦ Industry Trends



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17 February 2025

DATE

EduCourse Online Learning

AWARDED BY

IDENTITY NUMBER

