



# Call Centre Agent Certificate

PROUDLY PRESENTED TO

**NWABISA SONGCA**

## Course Modules

Call Centre Operations • Customer Service Fundamentals • Product Knowledge and Sales Techniques • Communication and Interpersonal Skills • Quality Assurance and Compliance • Time Management and Organization • Performance Management • Industry Trends and Best Practices

**16 May 2026**

DATE

A handwritten signature in black ink, appearing to be "D. M. M.", written over a horizontal line.

SIGNATURE

EduCourse Director