



Call Centre Agent Certificate

PROUDLY PRESENTED TO

FORTUNATE MALULEKE

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

DATE

A handwritten signature in black ink, appearing to read "M. Maluleke", is written over a horizontal line.

SIGNATURE
EduCourse Director