



# 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

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DATE

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

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SIGNATURE  
EduCourse Director