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SCAN CODE TO VERIFY



Call Centre Agent Certificate

PROUDLY PRESENTED TO

MANALE

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

17 February 2024

DATE

SIGNATURE

EduCourse Director