



# Call Centre Agent Certificate

PROUDLY PRESENTED TO

**VINCENT REBAONE MOTLHALE**

## 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 "Vincent Rebaone Motlhole", written over a horizontal line.

\_\_\_\_\_  
SIGNATURE  
EduCourse Director