



735B07EC57-73559C4B84-734945E0D5

SCAN CODE TO VERIFY



Call Centre Agent Certificate

PROUDLY PRESENTED TO

TED ROLLISON

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 2024

DATE

A handwritten signature in black ink, appearing to read "Ted Rollison", written over a horizontal line.

SIGNATURE

EduCourse Director