



# Call Centre Agent Certificate

PROUDLY PRESENTED TO

**MOLOI**

## 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 be "M. M. M.", written over a horizontal line.

SIGNATURE  
EduCourse Director