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SCAN CODE TO VERIFY



Call Centre Agent Certificate

PROUDLY PRESENTED TO

NELSIWE CHRISTABEL MNISI

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

6 May 2025
DATE

A handwritten signature in black ink, appearing to read "D. M. M.", positioned above a horizontal line.

SIGNATURE
EduCourse Director

8805130177086