



77DFB8E8F6-77DFB8716B-75B593A23C

SCAN CODE TO VERIFY



Call Centre Agent Certificate

PROUDLY PRESENTED TO

SIYABONGA NKOSI

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

15 July 2025

DATE

A handwritten signature in black ink, appearing to be "D. Nkosi", written over a horizontal line.

SIGNATURE

EduCourse Director

0110220097080