



# Call Centre Agent Certificate

PROUDLY PRESENTED TO  
**SAMUKELE MATSOSE**

## 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

2 May 2026  
DATE

  
SIGNATURE  
EduCourse Director