



केन्द्रीय शैक्षणिक एवम् तांत्रिक माहिती संशोधन समीती

CENTRAL EDUCATION & INFORMATION TECHNOLOGY RESEARCH COMMITTEE
AN AUTONOMOUS INSTITUTION REGD. BY THE GOVT. OF NCT OF DELHI UNDER ITA 1882 GOVT. OF INDIA
REGD. BY NCS-MINISTRY OF LABOUR AND EMPLOYMENT, GOVT. OF INDIA
REGD. AT MINISTRY OF MICRO, SMALL AND MEDIUM ENTERPRISES (MSME), GOVT. OF INDIA
An Autonomous Organization works for IT, HRD & Literacy

भारत सरकार पंजीकृत. Call Center Training Programme

Description

Learn aspects of verbal communication such as **tone, cadence, and pitch**.
Demonstrate an understanding of questioning and listening skills. Acquire comfort with delivering bad news and saying no. Learn effective ways to negotiate.

Course Center

- Service Skills eLearning
- Teach proper **call center** etiquette
- Provide knowledge management too

CEITRC