



Certificate of Completion

This certificate acknowledges that **mirza arif** has
successfully fulfilled the requirements of the course **Call
Center Customer Service** on **May 31, 2023**

- ✓ Preparing for Your Calls
- ✓ Voice, Tone & Etiquette
- ✓ Parts of a Call
- ✓ Holds & Transfers
- ✓ Helping Difficult Customers

