Learn the Best Practice in Engaging your Customers

INTBUSCC2 - INTERNATIONAL CERTIFICATE II IN CUSTOMER ENGAGEMENT

Are you a student or a fresh graduate looking to pursue a career as a customer contact agent? Or perhaps you’re an employee wanting to improve your customer engagement skills. Do you want to hone your phone and email communication skills, learn how to engage with difficult customers, and deliver excellent service that outdoes the competition?

AAMC Training India Private Limited offers you the International Certificate II in Customer Engagement, a training that hones your skills and provides you with an INTERNATIONAL QUALIFICATION to become a proficient contact centre operator.

This training equips you with the required skills and knowledge to efficiently interact with customers, resolve their problems, gather relevant data and work effectively with others to deliver international quality service.

The increasing growth of the BPO industry has led to a rising demand for highly skilled workers. The need to upskill people and meet global standards has never been greater. Now more than ever, a company’s success relies on the skills of its employees to deliver high quality service to a diverse set of customers.

Enrol now and take this opportunity to learn how to become an excellent customer contact operator.

Possible job titles may include:
- customer contact assistants or operators

Key Topics:
- Conduct customer contact
- Prepare for work in a customer contact environment
- Communicate in the workplace
- Use multiple information systems
- Develop product and service knowledge for customer
- Process customer complaints
- Deliver a service to customers
- Communicate electronically
- Work effectively with others

Special New Year Offer
INR 5,000 / Student
*Face-to-Face Training

How to Register?
1. Register online. Click here. (Online enrolments via our website are available 24/7)
2. Select your preferred delivery method (online or face-to-face) then enrol.
3. For enquiries, you may call us at +91 2717 298474 or email india@aamctraining.edu.au

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