



**COURSE NAME:** Customer Care Executive (Relationship Centre)  
**NSQF LEVEL:** 4  
**REFERENCE ID:** TEL/Q0101  
**ALIGNED TO:** NCO-2015/5242.0201

**Brief Job Description:**

Individuals at this job provide customer service by handling, following and resolving walk-in customer's queries, requests and complaints and proactively recommend/sell organization's products and services.

**Personal Attributes:**

This job requires the individual to have good communication skills with a clear diction, ability to construct simple and rational sentences; ability to comprehend simple English sentences; good problem solving skills; strong customer service focus; strong selling & listening skills and ability to work under pressure.

## Module 1 : Introduction & Key Concepts

- Objective of the program
- Telecom Industry in India
- Roles & Responsibilities of CCE (Relationship Center
- Relationship Centre
- Customer Relationship Management (Concept & Importance)
- Understanding of Software's
- Basic of Computer
- Basic of Internet
- Story / Case Study Based Brain Storming Session

Assessment for Module 1

## Module 2 : Shop /Showroom/Outlet and Self-Management

- Morning briefing & it's importance
- Self-grooming
- Store Management
- Importance of code of ethics and code of conduct needed for a CCE ( RC)  
Basic of MS Office
- Basic of Email Writing
- Group Discussion

Assessment for Module 2



## Module 3 : Selling Technique

- Verbal & Non Verbal Communication
- Effective Communication at work place
- Different types of selling processes
- Importance of data confidentiality
- Importance of data confidentiality
- Basic of MS Word
- Basic of Listening Skill
- Interaction With SME

Assessment for Module 3

## Module 4 : Service Desk & Customer Management

- Service Desk & Service Management
- Customer Service Management
- Identify QRC & it's quick resolution
- Importance of Customer Feedback
- Importance of Interpersonal Skills
- How to handle irate customers
- Rapport building with customers
- Basic of MS Excel
- Basic of Concall
- Interaction With Corporate
- Interpersonal Skill

Assessment for Module 4



## Module 5 : Self Performance (Monitor & Analyse) & Data Expertise

- Ways to monitor and analyse the performance
- Practise monitoring and analysing performance
- KPI & KRA
- Data related Query/Request/Complaint & resolution
- Basic of MS power Point
- Basic of Video call
- Conflict Management
- Importance of Team
- Objection / Rejection Handling

Assessment for Module 5

Interaction with Subject Matter Expert

Certification