

enhance your **RESUMÉ**



THE MSI DIFFERENCE

- **FREE TRAINING MATERIAL**
Learning material is included with every exam, saving you money.
- **AFFORDABLE AND RESPECTED**
Our quality programs are recognized and respected.
- **FLEXIBLE**
Self-paced training and exam done 100% online.
- **VALUE**
Certificate & transcripts mailed to you after you pass your exam.

CALL CENTER SUPERVISOR CERTIFIED (CCSC)

The CCSC certification and accompanying study material will give you the basic skills needed to supervise others in a call center.

Professional development courses are designed to prove your proficiency in a subject matter. Certification courses include all learning material required to pass the exam, and access to the certification test.

Strong supervisory practices within the call center are critical. You'll learn:

- What is Supervision
- Address Problems Methodically
- Establish Rapport
- Situational Leadership
- How to Intervene
- How to Motivate
- Plus much more..

"These certifications have been a big boost to my resumé. MSI has really helped my career!"