

enhance your **SKILLS**



THE MSI DIFFERENCE

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

CALL CENTER AGENT CERTIFICATION

Professional phone skills do not come naturally to everyone. Understanding how to listen to a caller's needs, then finding the most appropriate solution to their issue requires an understanding of customer service etiquette. This call center agent certification is designed to teach someone the core competencies required to deal with customers over the phone.

This program is completed 100% online and is presented with full video and audio. It also includes the online certification exam.

Just some of the subjects included in the study material:

- How to serve people
- What callers want
- Establish rapport
- Control your tone
- Common situations
- Rate of speech
- Plus much more..

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