

# Certificate of Proficiency – Contact Center Operations & Customer Service ---

This Certificate of Proficiency in Contact Center Operations & Customer Service introduces students to concepts of effective customer service skills and practices for managing a successful contact center. Students will learn from this course: 1) the importance of maintaining good human relations skills, 2) key phrases and language used to foster productive contact center-customer relationships, 3) computer and office technologies required in a contact center and office setting, and 4) planning and tactical decision making for improving efficiency within a contact center.

**Note:** *Students interested in this program must be approved by the College’s private sector partner prior to enrollment because the course is part of the employment process, and due to the proprietary nature of the software and instructional content used for instruction.*

<b>Course Requirement</b>	<b>Credit</b>
	<b>Hours</b>
BU11059-Contact Center Operations & Customer Service	9
<b>Total Certificate Credit Hours</b>	<b>9</b>

<b>CP Contact Center Operations &amp; Customer Service</b>			
	<b>Minimum Scores Required</b>		
	Math	English	Reading
ACT	13	13	13
Accuplacer	30A	54	36
Next Gen	236A	224	224

