



Certified Customer Service
Professional
VS-1333

Vskills Certifications

Vskills Brochure



Certified Customer Service Professional

Certification Code : VS-1333

Customer service has evolved into an essential part for business and organizations. Increased technology usage, has necessitated human interaction with customers. Customer service not only includes focus on retaining customers, serving your audience, or turning inquiries from potential customers into sales, good customer service is now one of the central factors in organizational success.

The course covers customer service basics, customer expectations, customer needs, consumer perception, consumer attitudes, customer focused interaction, customers listening and tools along with computer and personal skills of a customer service professional.

Why should one take this certification?

As per Forbes, customer service is regarded as one of the best industries for professionals and executives. Jobs for customer service professionals are predicted to increase across industries, making it a good career choice for anyone who wants to have ample growth opportunities. Students with customer service certificate can also find employment in a various roles in an organization like administrative and support services.

Who will benefit from taking this certification?

Professionals and executives working in customer facing departments can benefit immensely and will be able to make progress in their careers, easily.

Students undergoing sales or marketing or management related studies, can also enhance their chances of getting a good job and showcase their customer facing skills.

Test Details

- **Duration:** 60 minutes
- **No. of questions:** 50
- **Maximum marks:** 50, Passing marks: 25 (50%)

There is no negative marking in this module.

Fee Structure

Rs. 3,499/- (Excludes taxes)*

*Fees may change without prior notice, please refer <http://www.vskills.in> for updated fees

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Sample Questions

1. What are some advantages of understanding how mobile technology is applied in customer service

- A. Knowing how to provide content to customers more easily
- B. Recognizing how the technology can be used to build customer rapport
- C. Understanding how to give customers 24/7 access
- D. All of these

2. What does value refers to

- A. set of features
- B. product benefits
- C. psychological benefits offered
- D. All of these

3. Which of the following refers to selective perception

- A. avoiding painful messages
- B. avoiding threatening messages
- C. a lower awareness of stimuli irrelevant to their needs
- D. All of these

4. How does a customer forms a attitude

- A. Repeated exposure to objects
- B. Classical conditioning
- C. Exposure to live and symbolic models
- D. All of these

5. What does the positioning conveys

- A. meaning of the product
- B. concept of the product
- C. how product fulfills a consumer need
- D. All of these

Answers: 1 (D), 2 (D), 3 (D), 4 (D), 5 (D)

Certifications

- ▶ **Accounting, Banking & Finance**
 - Certified GST Professional
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 - Certified Business Accountant
 - Certified BASEL III Professional
 - Certified GAAP Accounting Standards Professional
 - Certified Treasury Markets Professional
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 - Certified Hadoop and Mapreduce Professional
- ▶ **Cloud Computing**
 - Certified Cloud Computing Professional
- ▶ **Design**
 - Certified Interior Designer
- ▶ **Digital Media**
 - Certified Social Media Marketing Professional
 - Certified Inbound Marketing Professional
 - Certified Digital Marketing Professional
- ▶ **Foreign Trade**
 - Certified Export Import (Foreign Trade) Professional
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 - Certified Fitness Instructor
- ▶ **Hospitality**
 - Certified Restaurant Team Member (Hospitality)
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 - Certified HR Staffing Manager
 - Certified Human Resources Manager
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 - Certified Six Sigma Black Belt Professional
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 - Certified Logistics & SCM Professional
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 - Certified Corporate Law Analyst
- ▶ **Information Technology**
 - Certified Angular JS Professional
 - Certified Basic Network Support Professional
 - Certified Business Intelligence Professional
 - Certified Core Java Developer
 - Certified E-commerce Professional
 - Certified IT Support Professional
 - Certified PHP Professional
 - Certified Selenium Professional
- ▶ **Mobile Application Development**
 - Certified Android Apps Developer
 - Certified iPhone Apps Developer
- ▶ **Security**
 - Certified Ethical Hacking and Security Professional
 - Certified Network Security Professional
- ▶ **Management**
 - Certified Corporate Governance Professional
 - Certified Corporate Social Responsibility Professional
 - Certified Leadership Skills Professional
- ▶ **Life Skills**
 - Certified Business Communication Specialist
 - Certified Public Relations Officer
- ▶ **Media**
 - Certified Advertising Manager
 - Certified Advertising Sales Professional
- ▶ **Sales, BPO**
 - Certified Sales Manager
 - Certified Telesales Executive

& many more job related certifications

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