



सत्यमेव जयते
 MINISTRY OF SKILL DEVELOPMENT
 & ENTREPRENEURSHIP
 GOVERNMENT OF INDIA



Skill India
 कौशल भारत - कुशल भारत

PMKVY
 PRADHAN MANTRI KAUSHAL VIKAS YOJANA

PLACEMENT OPPORTUNITIES



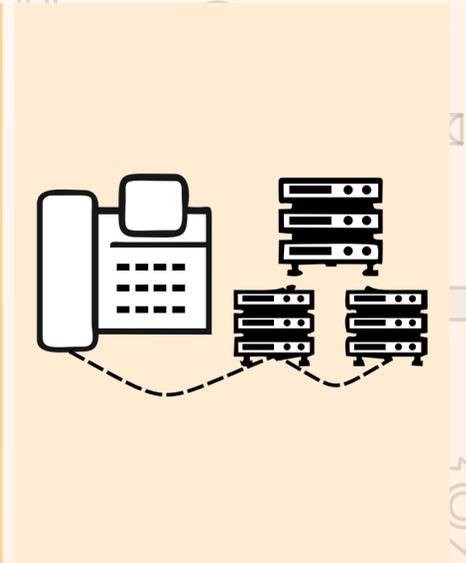
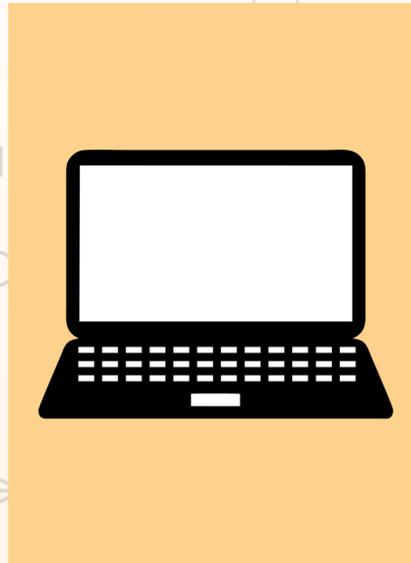
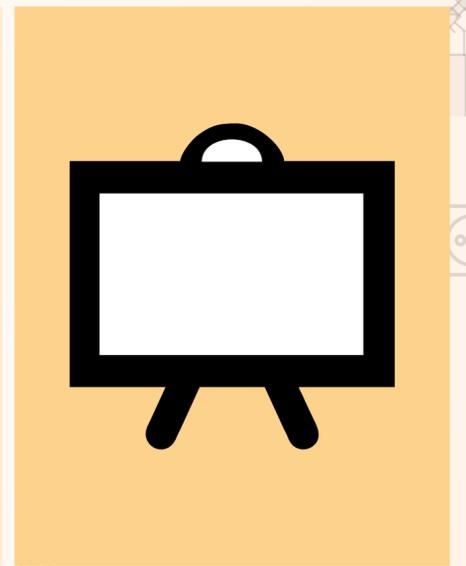
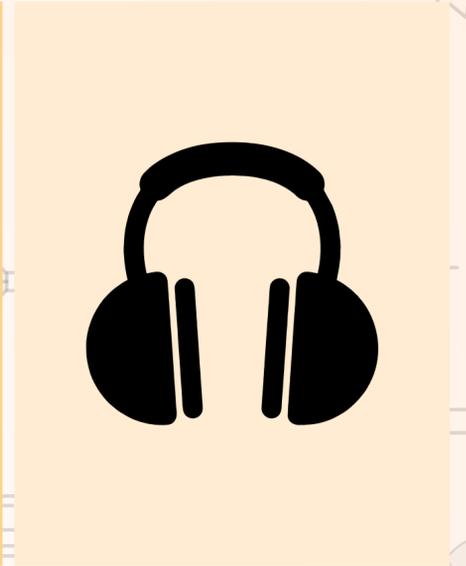
Transforming the skill landscape



EQUIPMENT LIST

Customer Care Executive - Call Centre (TEL/Q0100)

1.	Computers/Laptop	x11
2.	Headsets	x11
3.	Mic	x11
4.	Crm Tool/Equivalent Software	x1
5.	Voice/Accent Trainer Tool/Software	x1
6.	Call Receiving & Distribution Setup (Epabx Or Server Based)	x1
7.	Black/White Board	x1
8.	Projection System With Pc/Laptop	x1





JOB ROLE OVERVIEW

Customer Care Executive- Call Centre (TEL/ Q0100)

Role Description

Provide customer service support by interacting with customers over the phone

Version

1.0

NSQF Level

4

Minimum Educational Qualifications Maximum Educational Qualifications

12th

Graduate in any stream

Training

(Suggested but not mandatory)

Computer fundamentals training course
Basic soft skill orientation

Minimum Job Entry Age

18 years

Experience

0-1 year of work experience

Applicable National Occupational Standards (NOS)

1. **TEL/N0100:** Attend/Make customer calls
2. **TEL/N0101:** Resolving customer query, request, complaint
3. **TEL/N0102:** Develop customer relationship
4. **TEL/N0103:** Report and review
5. **TEL/N0104:** Proactive selling

Assessment Guidelines

1. Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.
2. The Assessment for the theory part will be based on Knowledge bank of questions created by SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable on the selected option NOS/ set of NOS.
4. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/ training centre.
5. To pass the Qualification Pack, every trainee should score minimum 70% of aggregate marks to successfully clear the assessment.
6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification pack.



CAREER MAP FOR CUSTOMER CARE EXECUTIVE

Customer Care – Service Delivery Manager

This role requires People and client management, managing projects, tracking service metrics and managing budget and helping lead the professional to complete the service for the client.

NSQF - 6

Customer Care Executive (Call Center)- Team Leader

This role requires managerial skills in managing team, guiding and monitoring the performance.

NSQF - 4

Customer Care (Quality Analyst)

This role requires People and client management, escalation handling and excellent in trouble shooting skills

NSQF - 5

Customer Care Executive (Call Center)

This role requires customer interaction on call. Resolving and advising customer based on query/complaint.

NSQF - 7