



TESDA

## Contact Center Service

### Acronym/Nickname

### Certification Body

TESDA

### Description

**Contact Center** – an organization that provides customer interaction services such as customer care, technical support and advisory services to other companies for a fee. The center also extends outbound customer campaigns such as telemarketing and sales.

The CONTACT CENTER SERVICES NC II Qualification consists of competencies that a person must achieve to interact with customers to provide information about products and services. It also covers handling of customer's complaints, inbound customer service, order taking and inquiry response handling, and outbound telemarketing.

### Certification Level

### Covered competencies

- Communicate effectively using English language
- Deliver quality customer service
- Perform computer operation and internet navigation
- Demonstrate understanding and knowledge for the American culture and geography

### Requirements

- Can communicate either oral or written
- Must be physically and mentally fit to undergo training
- At least two (2) years college education
- With good moral character
- Must pass the trainability/aptitude test (Pro-speak e4e level 3 or equivalent)

### Target

- High School Graduate

### Career Path

- Telemarketing Officer
- Customer Service Representative

### Authorized Testing Center:

Manila Times Skills Training Center  
TeleDevelopment Services Inc.

### Indicative Fee\*

### Certification Schedule\*\*

\* Fees are exclusive of VAT and wire transfer fee

\*\* Fees and schedules are subject to change without prior notice, please get in touch with Authorized Testing Centers through contact details below

### Recommended/Preparatory Training

### Where to get more information:

Tel No. (632) 817-40-76 to 82

[http://www.tesda.gov.ph/inc\\_downloads/files/TR-Contact](http://www.tesda.gov.ph/inc_downloads/files/TR-Contact)

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