

## Capacity Building of CSC Help Desk Team

A helpdesk is a centralized resource that contains relevant information to help customers and employees solve problems. Team members are overwhelmed by solving questions and problems, managing a large volume of information, structuring the knowledge base, and keeping both customers and other employees satisfied.

Training include following Modules:

Introduction to Customer Services	Critical Thinking
Products/Schemes and Services knowledge	Decision Making
Basic etiquettes required for attending calls	Inter personal relationship
Professional Telephonic and email writing skills	Team Work
Customer Care Services	Leadership
Advance tool and technology used for Customer Care Services	Time Management & Goal Setting
Customer Relation Management System	Commitment to Continue Self Growth
Soft Skills	Personality Development
Importance of Good Communication Skills	Body Language
Tools & Key elements of Communication Skills	Personal Health, Hygiene and Grooming
Characteristics of effective communication	Training on Learning Management System- Digi Paathshala
Professional Skills	Conclusion
Problem Solving	Assessment