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Name of the Course/Job Role	**Executive Operations in IT/ITeS**
Job Description	**Learning Outcomes**
• Manage Customer Interactions through Voice and / or Non-Voice channels • Ensure high customer satisfaction levels • Ensure satisfactory resolution of varieties of Customer issues or queries • Accurate updation of the CRM with changes and status of each Customer query/ resolution • Appropriate escalation of unresolved complaints • Adequately learn and be updated on any changes that take place from time to time • Ensure adherence with Process & Code of Conduct	• Manage Customer Interactions through Voice and / or Non-Voice channels • Identify the need of customer interactions • List various types of customers • Explain the process to be followed during customer interaction • Describe customer interaction through voice/non-voice channels • Apply customer interactions through voice/non-voice channels • Ensure high customer satisfaction levels (verify, Evaluate level) • Lists dissect customer satisfaction levels • Identify the best level of customer satisfaction • Clarify the things required for the highest customer satisfaction • Apply suitable customer satisfaction method • Verify the levels of customer satisfaction • Ensure satisfactory resolution of varieties of Customer issues or queries • Identity different issues faced by the customers • Identity different queries raised by the customer • Clarify the issues faced by the customers • Prioritize customer issues • Solve the issues pending with the customers • Updation of the CRM with changes and status of each Customer query/resolution • Identify different queries raised by the customer • List different resolutions made by the customer • Explain the status of each customer query • Describe the changes required in CRM • Apply the changes to the existing CRM • Appropriate escalation of unresolved complaints • Identify different issues faced by the customers. • List different unsolved complaints • Analyze the unsolved complaints received • Identify the issues regarding the complaints • Develop a mechanism to deal with unresolved Complaints • Adequately learn and be updated on any changes that take place from time to time • Identify the changes that take place from time to time • Label the changes that take place from time to time • Classify the changes that take place from time to time • Explain the changes that take place from time to time • Apply appropriate knowledge to accommodate the changes in the system • Ensure adherence with Process, Code of Conduct • List all the relevant processes • Identify the appropriateness of the process • Classify different codes of conduct • Apply suitable process and code of conduct • Verity whether appropriate of the process at code of conduct are followed or not