Center for Excellence in Sales and Customer care

CESCC

The Center certifies the following programs:

- **Specialist in Customer Care Management**

  - Certified program on Global Culture Management
  - Certified Customer Care Professional
  - Certified program in Productive Customer Influence
  - Certified program on CRM

  - Modular program on Lifetime Customer Value
  - Modular Program on Customer Satisfaction Measurement

- **Specialist in Global Selling**

  - Certified program on Global Culture Management
  - Certified Sales Professional
  - Certified Program in Productive customer influence
  - Certified Negotiator

  - Modular program on marketing principles
  - Modular Program on Value Chain Management