



ज्ञानेन दीप्तो भव :

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FOUNDATION



**AN ISO 9001-2005  
CERTIFICATION ORGANISATION  
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भारत में पहली बार **COURSE** करते करते नौकरी पाये.

[www.jaswikinstitutions.com](http://www.jaswikinstitutions.com)



तीन महीने बाद Internship के दौरान **stipend earn** करें.....

# **COURSE DETAILS**

**INTRODUCTION TO  
THE COMPANY**



**PRODUCT OR  
SERVICE OFFERING**



**ORGANISATIONAL  
STRUCTURE**



**CUSTOMER SERVICE  
FUNDAMENTAL**



**CALL HANDLING  
SKILLS**



**PRODUCT  
KNOWLEDGE**



**TECHNOLOGY  
AND TOOLS**

**PROBLEM SOLVING AND  
DECISION MAKING**



**HANDLING DIFFERENT  
CUSTOMERS**



**TIME  
MANAGEMENT**



**COMPLIANCE AND  
POLICIES**



**SOFT  
skills**



**ROLE PLAYING AND  
MAKE CALLS**



**QUALITY  
ASURANCE**

**WWW.THEDIGITALGURUKUL.COM**

**CONTINUOUS  
LEARNING**



**CALL CENTRE  
ETIQUETTES**



**FINAL ASSESMENT  
CERTIFICATION**



**CALL CENTRE  
INDUSTRY FOCUS**

▪

**INBOUND**

▪

**OUTBOND**

▪

**SALES  
SUPPORT**

▪

**COMPLEXITY OF PRODUCT  
OR SERVICE HANDLING**

# LIST OF COURSES

**MS OFFICE**

**ADVANCE MS EXCEL**

**TALLY WITH GST**

**DIGITAL MARKETING**

**GRAPHIC DESIGNING**

**WEB DESIGNING**

**WEB DEVELOPMENT**

**SALES MASTER**

**PURCHASE MASTER**

**RETAIL MANAGEMENT**

**DATA ANALYSIS+SCIENCE**

**ARTIFICIAL INTELLIGENCE**

**ETHICAL HACKING**

**G E M**  
( Government E Marketing )

**VIDEO EDITING**

**DATA ENTRY**

**CALL CENTER TRAINING and  
ENGLISH SPEAKING**



An ISO 9001:2015  
certified organization

REGISTERED UNDER  
MINISTRY OF MSME.  
GOVT OF INDIA

## ACADEMIC SUPPORT

**10th & 12th NIOS  
GRADUATION**

**POST Graduation**



**6-DLF,306,MOTI NAGAR  
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**9319198588 , 9319198586**