



सत्यमेव जयते
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP
GOVERNMENT OF INDIA



Skill India
कौशल भारत - कुशल भारत

PMKVY
PRADHAN MANTRI KAUSHAL VIKAS YOJANA

PLACEMENT OPPORTUNITIES



EQUIPMENT LIST

Person with Blindness Customer Care Executive (Call Centre) PWD/TEL/Q0100

Domain Specific Equipments		
1.	Computers/Laptop	x11
2.	Headsets	x11
3.	Mic	x11
4.	CRM Tool/Equivalent Software	x1
5.	Voice/Accent Trainer Tool/Software	x1
6.	Call Receiving & Distribution Setup (Epabx or Server)	x1
7.	Projection System With PC/Laptop	x1
Disability Specific Equipments/Software		
1.	Non-Visual Desktop Access (NVDA)- Screen Reader	x11
2.	Braille Slates	x5
3.	Stylus	x5
4.	Braille papers	200

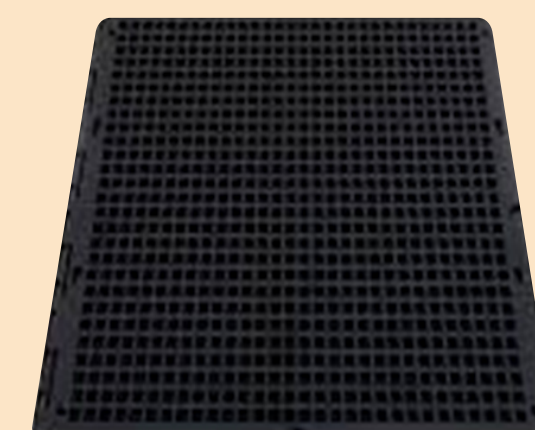
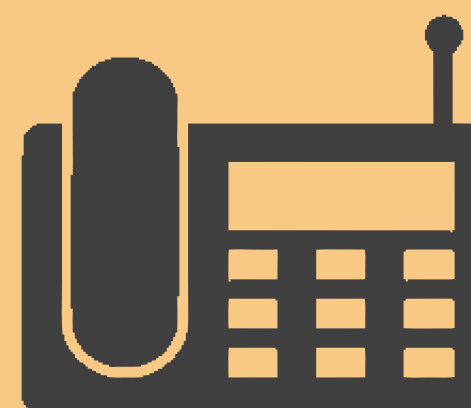


Nvaccess

Assistive aid for PwD



Assistive aid for PwD



Assistive aid for PwD

JOB ROLE OVERVIEW

Customer Care Executive- Call Centre (TEL/ Q0100)

Role Description	Provide customer service support by interacting with customers over the phone
Version	1.0
NSQF Level	4
Minimum Educational Qualifications	12th
Maximum Educational Qualifications	Graduate in any stream
Training (Suggested but not mandatory)	Computer fundamentals training course Basic soft skill orientation
Minimum Job Entry Age	18 years
Experience	0-1 year of work experience

Applicable National Occupational Standards (NOS)

- TEL/N0100:** Attend/Make customer calls
- TEL/N0101:** Resolving customer query, request, complaint
- TEL/N0102:** Develop customer relationship
- TEL/N0103:** Report and review
- TEL/N0104:** Proactive selling

Assessment Guidelines

- Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.
- The Assessment for the theory part will be based on Knowledge bank of questions created by SSC.
- Assessment will be conducted for all compulsory NOS, and where applicable on the selected option NOS/ set of NOS.
- Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/ training centre.
- To pass the Qualification Pack, every trainee should score minimum 70% of aggregate marks to successfully clear the assessment.
- In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification pack.



CAREER MAP FOR CUSTOMER CARE EXECUTIVE

Customer Care – Service Delivery Manager

This role requires People and client management, managing projects, tracking service metrics and managing budget and helping lead the professional to complete the service for the client.

NSQF - 6

Customer Care Executive (Call Center)- Team Leader

This role requires managerial skills in managing team, guiding and monitoring the performance.

NSQF - 4

NSQF - 5

Customer Care Executive (Call Center)

This role requires customer interaction on call. Resolving and advising customer based on query/complaint.

Customer Care (Quality Analyst)

This role requires People and client management, escalation handling and excellent in trouble shooting skills

NSQF - 7