

Syllabus For Customer Support Executive Non-Voice

Course Name	Customer Support Executive Non-Voice
Sector	IT-ITeS
Course Code	ITE/2024/CEEN/276
Level	4
Occupation	Customer Service Manager (Digital)
Job Description	As a Customer Support Executive Non-Voice, the role involves managing databases, implementing cyber security measures, and adeptly resolving customer queries through telephone, email, or chat using CRM tools.
Course Duration	Total Duration 450 Hrs (T- 120, P-210 , OJT-60 and ES-60)
Trainees' Entry Qualification	<ul style="list-style-type: none"> • 12th grade pass • Completed 2nd year of 3-year diploma (after 10th) • Pursuing 2nd year of 3-year regular Diploma (after 10th) <ul style="list-style-type: none"> • 10th grade pass with two years of any combination of NTC/NAC/CITS or equivalent. <ul style="list-style-type: none"> • 8th pass plus 2-year NTC plus 1-Year NAC plus 1-Year CITS • 10th grade pass and pursuing continuous schooling (for 2-year program) <ul style="list-style-type: none"> • 11th Grade Pass and pursuing continuous schooling • Previous relevant Qualification of NSQF Level 3.0 with minimum education as 8th Grade pass with 3-year relevant experience • Previous relevant Qualification of NSQF Level 3.5 with 1.5-year relevant experience
Trainers Qualification	B.SC. IN COMPUTER SCIENCE / DIPLOMA / B.E/B.TECH IN COMPUTER SCIENCE / B.E/B.TECH IN INFORMATION TECHNOLOGY / MASTER OF COMPUTER APPLICATION (MCA) 2 YRS FOR B.SC / DIPLOMA/1YR FOR B.E/B.TECH, MCA

Structure of Course:

Module No.	Module name	Outcome	Theory (Hrs)	Practical (Hrs)	Total (Hrs) [Multiple of 30]
1	Occupational safety hazards	Apply safe working practices	10	20	30
2	Computer System	Assemble a computer with all peripherals and accessories	20	40	60
3	Internet and Cyber Security	Set up a broadband connection in PC and access Internet using different Web Browser following cyber security norms.	10	20	30
4	MS Office fundamentals includes Word, Excel and Power Point	Perform basic operations on Word, Excel and Power Point, like creating formatting and editing etc.	40	50	90

Module No.	Module name	Outcome	Theory (Hrs)	Practical (Hrs)	Total (Hrs) [Multiple of 30]
5	Basics of MS Access and MS Outlook	Manage and store all kinds of information efficiently for reporting, analysis and reference along with sending and receiving mail	20	40	60
6	Remotely attend to customer queries	Respond to customer queries received via telephone, e-mail, or chat using the organization's procedure	10	20	30
7	Organize work to fulfill the requirements	Plan and organize your work for timely completion	10	20	30
8	OJT	Work in real job situation with special emphasis on basic safety and hazards in this domain (OJT).		60	60
9	Employability Skill	As per guided curriculum	60	--	60
TOTAL:			180	270	450

SYLLABUS:**Module 1: Occupational safety hazards****Outcome**

Apply safe working practices

Theory Content:

- Explain the scope of Computer Application Trade
- Identify safety rules and safety signs
- Identify types and working of fire extinguishers
- Introduction to special keys and numeric keys and their usage
- Introduction to computer system with the concept of hardware and software

Practical Content:

- Visit the Computer Application lab. of the institute and locate the electrical connections with the computer system setup
- Identify the safety symbols and hazard identification
- Practice safe methods of fire fighting in case of electrical fire
- Use of fire extinguishers

Tools & equipments:

Desktop PC, Laptop, Wi-Fi Router, Structured Cabling in Lab, Switch, Internet connectivity, Laser Printer, Micro Phone Cum Head Phone, LCD Projector, Projector Screen, External Hard Disk, Network Rack, Screw Driver Set, Patch Panel, LAN Tester

Module 2: Computer Sysyetm**Outcome**

Assemble a computer with all peripherals and accessories

Theory Content:**Introduction to Computers**

- Evolution of computers
- Computer hardware generations
- Classification of Computers
- Basic Computer Organization
- Computer System: Hardware, Software, Data and People
- Applications of computers in modern society

Describe Memory and Storage Systems

- Cache Memory
- Primary memory: RAM, ROM
- Secondary memory: Hard disks, CD Rom, DVD Rom, USB Flash drive etc

Explain Input and Output Devices

- Input Devices: Keyboard, Pointing devices, Handheld devices, Optical devices etc
- Output Devices: Monitors, Projectors, Printers, Plotters etc
- Study of Motherboard, SMPS, HDD

Practical Content:

- Identify computer peripherals and internal parts (CPU, SMPS, RAM etc.) of a PC
- Remove and refit RAM, Processor etc.
- Identify cable connections inside a PC
- Identify the components of a motherboard
- Practice on Hard Disk Partitioning And formatting
- Identify various components of HDD and write their functions
- Install, uninstall and make settings for the devices like keyboard, mouse, display etc
- Installing a printer and carry out self-test
- Carry out replacement of toner cartridge of laser printer
- Change mechanical parts of laser/ inkjet printers
- Study the different expansion slots of a motherboard, set the NIC to expansion slot and to install the driver.
- Assemble a Computer system.

Tools & Equipment:

Desktop PC, Laptop, Wi-Fi Router, Structured Cabling in Lab, Switch, Internet connectivity, Laser Printer, Micro Phone Cum Head Phone, LCD Projector, Projector Screen, External Hard Disk, Network Rack, Screw Driver Set, Patch Panel, LAN Tester

Module No. 3: Internet and Cyber Security**Outcome**

Set up a broadband connection in PC and access Internet using different Web Browser following cyber security norms.

Theory Content:**The Internet and Cyber Security**

- Explore the Internet's history and applications with an understanding of the World Wide Web
- Describe the use of Web Browsers, Search Engine, E-mail Service
- Define Computer Security
- Explain Cyber Stalking, Malware, Fraud and Abuse
- Overview of Information Security, SSL, HTTPS, Security threats
- Introduction to Privacy protection, Audit and Security.
- Introduction to IT Act and penalties for cybercrimes.

Practical Content:

- Create LAN Set Up for an incoming Broadband connection.
- Use of Web Browser and World Wide Web for accessing information
- Use of Search Engine for information of some topic
- Create a new Gmail account and practice sending/receiving messages with attachments.
- Create a Facebook account for social networking.
- Apply security measures against viruses, spyware, and malicious code, including firewall protection for internet and network systems
- Make backup copies of important file, data and information.
- Install Router, secure Wi-Fi networks using password

Tools & Equipment:

Desktop PC, Laptop, Wi-Fi Router, Structured Cabling in Lab, Switch, Internet connectivity, Laser Printer, Micro Phone Cum Head Phone, LCD Projector, Projector Screen, External Hard Disk, Network Rack, Screw Driver Set, Patch Panel, LAN Tester, Router

Module No. 4: MS Office fundamentals includes Word, Excel and Power Point**Outcome**

Perform basic operations on Word, Excel and Power Point, like creating formatting and Editing etc.

Theory Content:**Basics of MS word**

- Introduction to the various applications in MS office.
- Introduction to Word features, Office button, toolbars.
- Creating, saving and formatting and printing documents using Word.
- Format paragraph indents and spacing

- Create Table of Contents
- Discuss on working with objects, macro, mail merge, templates and other tools in Word

Basics of MS Excel

- Introduction to Excel features and Data Types.
- Demonstrate Cell referencing and linking Sheets.
- Introduction to various functions in all categories of Excel.
- Explain the concepts of sorting, filtering and validating data.
- Analyzing data using charts, data tables, pivot tables, goal seek and scenarios.

Basics of MS Power Point

- Introduction to Open Office.
- Introduction to the properties and editing of images.
- Introduction to different formats of images and their uses.
- Introduction to Power Point and its advantages.
- Create Slide Shows.
- Discuss Fine tuning of presentation and good presentation technique.

Practical Content:

Microsoft Word

- Familiarize with basic word components including creating, resizing, renaming, and closing documents
- Edit and save documents, exploring "Save As" options
- Utilize menu bar and standard toolbar features, practicing the insertion and formatting of tables and objects
- Create document and non-document files
- Create tables, insert pictures and videos
- Practice on mail merge documents, creating bookmark, hyperlinks
- Format paragraph indents and spacing
- Create Table of Contents

Microsoft Excel

- Familiarize with MS Excel components, creating and formatting spreadsheets
- Utilize absolute and relative referencing, linking sheets, and applying conditional formatting.
- Explore various data types in Excel, sorting, filtering and validating data.
- Create static and dynamic charts, and practice importing and exporting data
- Utilize Excel for creating worksheets with graphs and visuals
- VLOOKUP, HLOOKUP

Microsoft PowerPoint

- Open power point presentation and familiarize with basic application components
- Create Slide shows, Insert picture and theme.
- Add new slide, format text, link with word and excel documents.
- Create slide shows by inserting audio & video and synchronize with presentation.
- Practice on working with MS Power point for creating multimedia presentation
- Practice on working with custom animation and effects
- Practice VLOOKUP, HLOOKUP.

Tools & equipment:

Desktop PC, Laptop, Pre-installed MS Office, Wi-Fi Router, Structured Cabling in Lab, Switch, Internet connectivity, Laser Printer, Micro Phone Cum Head Phone, LCD Projector, Projector Screen, External Hard Disk, Network Rack, Screw Driver Set, Patch Panel, LAN Tester

Module 5 : Basics of MS Access and MS Outlook**Outcome**

Manage and store all kinds of information efficiently for reporting, analysis and reference along with sending and receiving mail

Theory Content:Ms Access

- Explore MS Access, covering its advantages and disadvantages.
- Initiate MS Access, create a database, and design tables in both datasheet and design views
- Insert data in the table
- Create relationships between two or more tables
- Create form and database query in Ms Access
- Create report for data representation

Ms Outlook

- Introduction to Ms Outlook
- Practice on Customize settings
- Explore creating and formatting messages
- Organize and manage messages
- Create and manage contacts

Practical Content:

- Start Ms Access
- Create and modify databases
- Create and manage tables
- Create and modify fields
- Insert data in the table
- Create relationships between two or more tables
- Create forms, queries, and reports within Access
- Customize mail settings in Outlook
- Create and format messages
- Organize and manage messages

Tools and Equipment :

Desktop PC, Pre-installed MS Office, Laptop, Wi-Fi Router, Structured Cabling in Lab, Switch, Internet connectivity, Laser Printer, Micro Phone Cum Head Phone, LCD Projector, Projector Screen, External Hard Disk, Network Rack, Screw Driver Set, Patch Panel, LAN Tester

Module 6 : Remotely attend to customer queries.**Outcome**

Respond to customer queries received via telephone, e-mail, or chat using the organization's procedure

Theory Content:

- Introduction to deal with customer and greet the customer

- Define organization's policies, guidelines and service level agreements dealing with customers
- State the Importance and classify of customer's queries
- Describe standard tools templates and scripts for dealing with customers
- Identify different types of customer queries and how to resolve them
- Identify different styles and approaches when working with customers
- Discuss techniques for conveying commitment
- Describe Core and generic skills for dealing with customers

Practical content

- Observe Organization's management tools and systems for recording, resolving customer queries
- Know customer relationship management (CRM) tools and systems and how to use these
- Use standard tools templates and scripts for dealing with customers
- Practice Different styles and approaches when working with customers
- Practice different questioning techniques for understanding customer queries
- Communicate with others in writing
- Listen effectively and orally communicate information accurately
- Learn to build and maintain positive and effective relationships with customers
- Plan and organize your work to achieve targets and deadlines
- Apply problem solving approaches in different situations
- Check your own work meets customer

Tools and Equipment :

Desktop PC, Laptop, Wi-Fi Router, Structured Cabling in Lab, Switch, Internet connectivity, Laser Printer, Micro Phone Cum Head Phone, LCD Projector, Projector Screen, External Hard Disk, Network Rack, Screw Driver Set, Patch Panel, LAN Tester

Module 7: Organize work to fulfill the requirements

Outcome

Plan and organize your work for timely completion

Theory Content:

- Define your work activities and its requirements.
- Discuss the output of your work.
- Work with proper planning and organize tasks
- Discuss organization's policies, procedures and priorities for area of work.
- Discuss role and responsibilities in carrying out your work.
- Prioritize workload according to urgency and importance
- Importance of having a tidy work area and how to do this.
- Explain the need of working effectively in team.
- Identify resource needed for your work.
- Describe the purpose of keeping updated with the progress of the work.
- Discuss core and generic skills to work effectively.

Practical Content:

- Plan and organize your work to achieve targets.
- Ask for clarification and advice from line managers.
- Provide relevant information to others.
- Establish and agree your work requirements with appropriate people.
- Work effectively in a team environment.
- Keep your immediate work area clean and tidy.

- Utilize resources correctly and effectively.
- Check your own work meets customer requirements.

Tools and Equipment :

Desktop PC, Laptop, Wi-Fi Router, Structured Cabling in Lab, Switch, Internet connectivity, Laser Printer, Micro Phone Cum Head Phone, LCD Projector, Projector Screen, External Hard Disk, Network Rack, Screw Driver Set, Patch Panel, LAN Tester

Module 8 : OJT

Outcome:

Work in real job situation with special emphasis on basic safety and hazards in this domain

Practical Content:

Assessor will check report prepared for this component of Practical training of the course and assess whether competency has been developed to work in the real job situation with special emphasis on basic safety and hazards in this domain. (The trainee is expected to undertake work in actual workplace under any supervisor / contractor for **60 Hours.**)

Module 9 : Employability Skills

Key Learning Outcomes

Introduction to Employability Skills

Duration: 1.5 Hours

After completing this programme, participants will be able to:

1. Discuss the Employability Skills required for jobs in various industries
2. List different learning and employability related GOI and private portals and their usage

Constitutional values - Citizenship

Duration: 1.5 Hours

3. Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
4. Show how to practice different environmentally sustainable practices.

Becoming a Professional in the 21st Century

Duration: 2.5 Hours

5. Discuss importance of relevant 21st century skills.
6. Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
7. Describe the benefits of continuous learning.

Basic English Skills

Duration: 10 Hours

8. Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone
9. Read and interpret text written in basic English

10. Write a short note/paragraph / letter/e -mail using basic English

Career Development & Goal Setting

Duration: 2 Hours

11. Create a career development plan with well-defined short- and long-term goals

Communication Skills

Duration: 5 Hours

12. Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
13. Explain the importance of active listening for effective communication
14. Discuss the significance of working collaboratively with others in a team

Diversity & Inclusion

Duration: 2.5 Hours

15. Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
16. Discuss the significance of escalating sexual harassment issues as per POSH act.

Financial and Legal Literacy

Duration: 5 Hours

17. Outline the importance of selecting the right financial institution, product, and service
18. Demonstrate how to carry out offline and online financial transactions, safely and securely
19. List the common components of salary and compute income, expenditure, taxes, investments etc.
20. Discuss the legal rights, laws, and aids

Essential Digital Skills

Duration: 10 Hours

21. Describe the role of digital technology in today's life
22. Demonstrate how to operate digital devices and use the associated applications and features, safely and securely
23. Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely
24. Create sample word documents, excel sheets and presentations using basic features
25. utilize virtual collaboration tools to work effectively

Entrepreneurship

Duration: 7 Hours

26. Explain the types of entrepreneurship and enterprises
27. Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan
28. Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
29. Create a sample business plan, for the selected business opportunity

Customer Service

Duration: 5 Hours

30. Describe the significance of analyzing different types and needs of customers
31. Explain the significance of identifying customer needs and responding to them in a professional manner.

32. Discuss the significance of maintaining hygiene and dressing appropriately

Getting Ready for apprenticeship & Jobs

Duration: 8 Hours

33. Create a professional Curriculum Vitae (CV)
34. Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
35. Discuss the significance of maintaining hygiene and confidence during an interview
36. Perform a mock interview
37. List the steps for searching and registering for apprenticeship opportunities

Learning Outcome – Assessment Criteria

Module No.	Outcome	Assessment Criteria
1	Apply safe working practices	<p>After completion of this module students will be able to:</p> <ol style="list-style-type: none"> 1.1 Recognize hazards in the laboratory 1.2 Respond appropriately to safety rules, signs and other safety instructions 1.3 Take action to minimise or eliminate any risks to health and safety. 1.4 Demonstrate knowledge of safety rules and risk assessments for tests and examinations 1.5 Manage work safely.
2	Assemble a computer with all peripherals and accessories	<p>After completion of this module students will be able to:</p> <ol style="list-style-type: none"> 2.1 Describe generation of computers 2.2 Classify of computers 2.3 Describe input, output and storage devices used to present the processed data 2.4 Identify various components of HDD and write their functions 2.5 Perform hard Disk Partitioning And formatting 2.6 Assemble a computer system with all peripherals
3	Set up a broadband connection in PC and access Internet using different Web Browser following cyber security norms.	<p>After completion of this module students will be able to:</p> <ol style="list-style-type: none"> 3.1 Set up an internet connection with available Broadband incoming. 3.2 Describe the applications of internet 3.3 Illustrate the use of Web Browser, Search Engine and World Wide Web for accessing information 3.4 Perform Sending and receiving messages & Sending attachment with E-mail 3.5 Protect information, computers and networks from viruses, spyware and other malicious code. 3.6 Provide firewall security for Internet connection and Network System. 3.7 Secure wifi with password

Module No.	Outcome	Assessment Criteria
4	Perform basic operations on Word, Excel and Power Point, like creating formatting and Editing etc	<p>After completion of this module students will be able to:</p> <p>4.1 Create, edit, save, format and print a document in Word Processing software.</p> <p>4.2 Create, save, modify and move a worksheet in spreadsheet.</p> <p>4.3 Create, save, add and print a presentation.</p>
5	Manage and store all kinds of information efficiently for reporting, analysis and reference along with sending and receiving mail	<p>After completion of this module students will be able to:</p> <p>5.1 Define the application of MS Access and Outlook</p> <p>5.2 Create and modify and manage database tables</p> <p>5.3 Insert data in the table</p> <p>5.4 Create relationships between two or more tables</p> <p>5.5 Create forms, query and report in Access</p> <p>5.6 Create and format messages</p> <p>5.7 Organize and manage messages</p>
6	Respond to customer queries received via telephone, e-mail, or chat using the organization's procedure	<p>After completion of this module students will be able to:</p> <p>6.1. Introduction to deal with customer and greet the customer</p> <p>6.2. Define organization's policies, guidelines and service level agreements dealing with customers</p> <p>6.3. classify of customer's queries</p> <p>6.4. Different types of customer queries and how to resolve them</p> <p>6.5. Different styles and approaches when working with customers</p> <p>6.6 Apply Techniques for conveying commitment</p> <p>6.7 Define Core and generic skills for dealing with customers</p>
7	Plan and organize your work for timely completion	<p>After completion of this module students will be able to:</p> <p>7.1 Define work activities and its requirements.</p> <p>7.2 Discuss the output of your work.</p> <p>7.3 Make a Plan and organize work</p> <p>7.4 Discuss organization's policies, procedures and priorities for area of work.</p> <p>7.5 Prioritize workload according to urgency and importance</p> <p>7.6 Describe Importance of having a tidy work area and how to do this.</p> <p>7.7 Need of working effectively in team.</p> <p>7.8 Purpose of keeping updated with the progress of the work.</p>
8	OJT	Assessor will check report prepared for this component of Practical training of the course and

Module No.	Outcome	Assessment Criteria
		assess whether competency has been developed to work in the real job situation with special emphasis on basic safety and hazards in this domain. (The trainee is expected to undertake work in actual workplace under any supervisor / contractor for 60 Hours.)
9	Employability Skill	As per guided curriculum

List of Tools, Equipment & materials needed for 30 Trainees (Practical)

SI No	Items Name	Specification	Qty
1	Desktop PC	Desktop Computer (Core i5/ Core i7 processor) with the computer setup and different types of system Software and application software with pre-installed MS Office	30
2	Laptop	4 th Gen Ci5 or higher Processor, 4GB RAM, 1TB Hard Disk, Win8/latest reloaded Licensed OS, 2GB Graphic Card, Standard ports and connectors.	1
3	Wi-Fi Router	With wireless connectivity	1
4	Structured Cabling in Lab	To enable working with wired networks for practical	As required
5	Switch	16 port	1
6	Internet connectivity	Broadband connection with min. 2 mbps speed	As required
7	Laser Printer	Standard	1
8	Micro Phone Cum Head Phone	Wired	5
9	LCD Projector	3000 lumens or higher	1
10	Projector Screen	Matte(antiglare) screen roll type	1
11	External Hard Disk	1 TB	1
12	Network Rack	4U for 24 port	1
13	Screw Driver Set	Standard	1
14	Patch Panel	24 port	1
15	LAN Tester	LAN Tester	1

Marks Distribution

Outcome	Outcome Code	Total Th marks	Total Pr marks	Total OJT marks
Apply safe working practices	ITE/2120/OC1	10	80	0
Describe the fundamental concepts of computers along with the installation of different parts of computers	ITE/2120/OC2	20	100	0
Explain the procedure of accessing information from Internet using different Web Browser along with basic knowledge of computer security.	ITE/2120/OC3	20	80	0
Perform basic operations on Word, Excel and Power Point, like creating formatting and editing etc.	ITE/2120/OC4	30	130	0
Manage and store all kinds of information efficiently for reporting, analysis and reference along with sending and receiving mail	ITE/2120/OC5	30	100	0
Respond to customer queries received via telephone, e-mail, or chat using the organization's procedure	ITE/2120/OC6	20	80	0
Plan and organize your work for timely completion	ITE/2120/OC7	20	80	0
Work in real job situation with special emphasis on basic safety and hazards in this domain (OJT).	ITE/2120/OC8	0	0	150
Employability Skills – 60 Hrs	DGT/VSQ/N0102	50	0	0