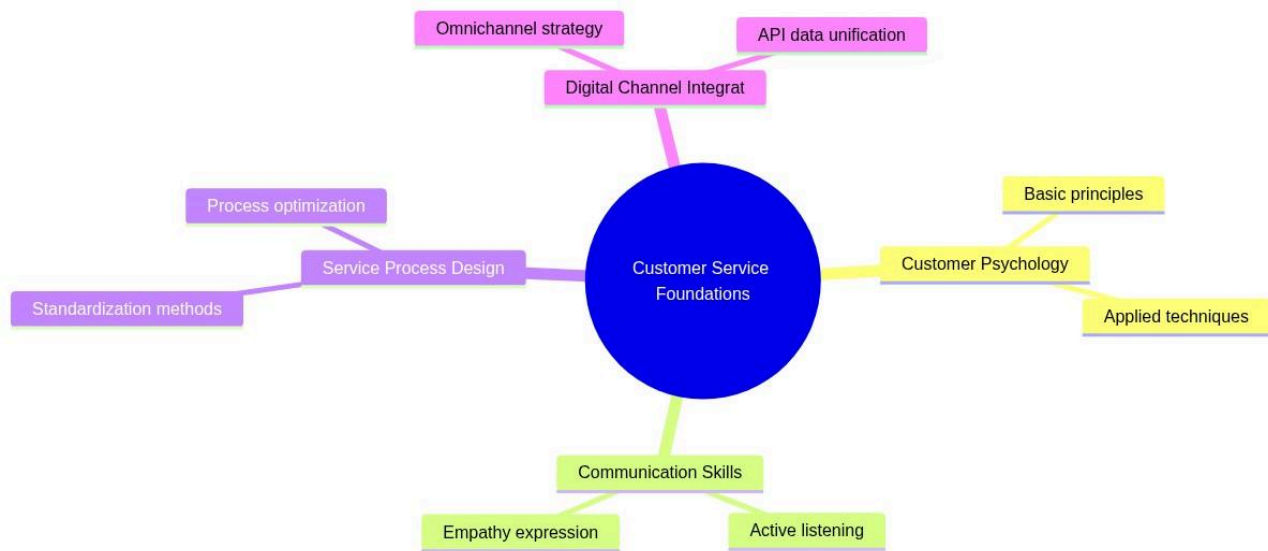


カスタマーサービス証明書 (Advanced)

# Customer Service Foundations



mindmap

root((Customer Service Foundations))

Customer Psychology

Basic principles

Applied techniques

Communication Skills

Active listening

Empathy expression

Service Process Design

Standardization methods

Process optimization

Digital Channel Integrat

Omnichannel strategy

API data unification