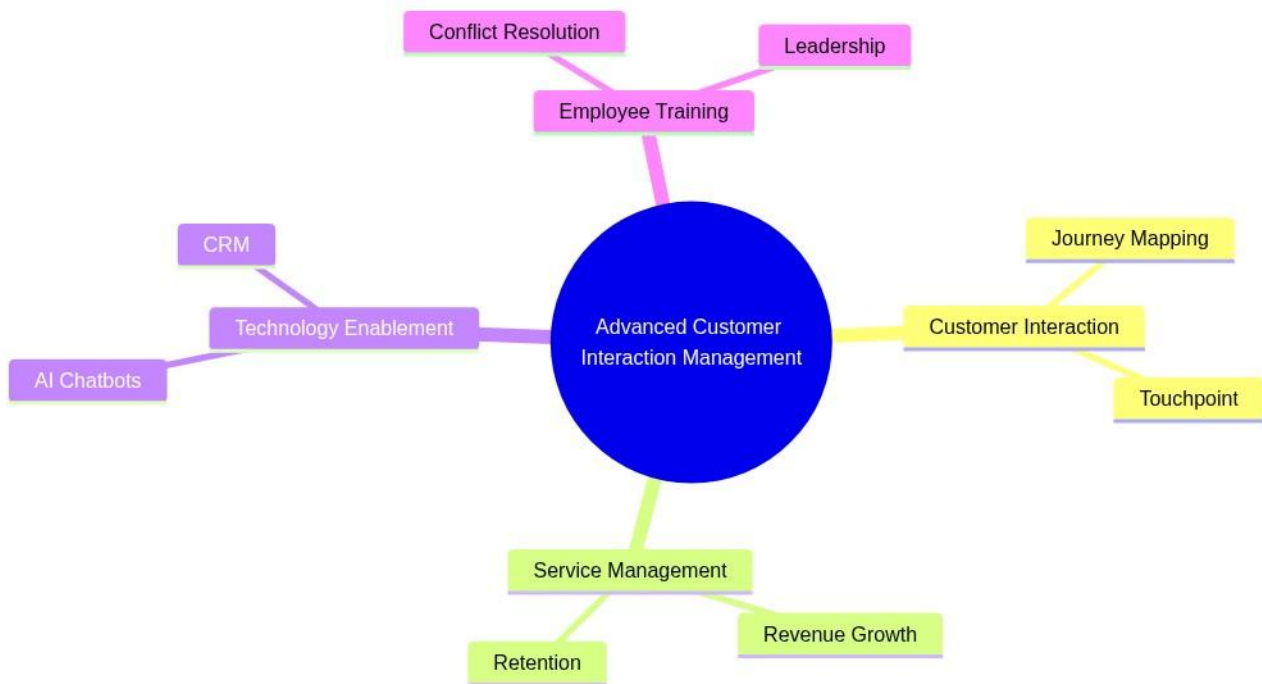


Advanced Professional Certificate in Customer Service for the Automotive Industry (Advanced)

# Advanced Customer Interaction Management



mindmap

root((Advanced Customer Interaction Management))

Customer Interaction

Journey Mapping

Touchpoint

Service Management

Revenue Growth

Retention

Technology Enablement

AI Chatbots

CRM

Employee Training

Conflict Resolution

Leadership