INSTITUTE	FACULTY OF MANAGEMENT STUDIES
PROGRAM	BACHELOR OF BUSINESS ADMINISTRATION
SEMESTER	4
COURSE TITLE	CUSTOMER CARE EXECUTIVE DOMESTIC-NON-VOICE
COURSE CODE	04SC0006
COURSE CREDITS	0

Course Outcomes: After completion of this course, student will be able to:

1 Explain the Role of a Customer Care Executive-Non-Voice
2 Attending Customer Queries
3 Process of Query Management
4 Deal with Customer Queries
5 Documentation Process for Customer Queries
6 Managing Query resolution

Pre-requisite of course:NA

Teaching and Examination Scheme

Theory Hours	Tutorial Hours	Practical Hours	ESE	IA	CSE	Viva	Term Work
4	0	0	50	50	0	0	0

Contents : Unit	Topics	Contact Hours
	Total Hours	

Suggested List of Experiments:

Contents : Unit	Topics	Contact Hours
	Total Hours	

Textbook :

1 BFSI-Material, BFSI, BFSI, 2022

References:

1 BFSI, BFSI, BFSI, BFSI, 2022

Suggested Theory Distribution:

DR. MONICA VERMA   DR. SUNIL KUMAR JAKHORIA

Digitally signed by (Name of HOD)   **Digitally signed by (Name of Dean/ Principal)**

The suggested theory distribution as per Bloom's taxonomy is as follows. This distribution serves as guidelines for teachers and students to achieve effective teaching-learning process

Distribution of Theory for course delivery and evaluation					
Remember / Knowledge	**Understand**	**Apply**	**Analyze**	**Evaluate**	**Higher order Thinking**
20.00	30.00	25.00	15.00	10.00	0.00

Instructional Method:

1   Lecture

Supplementary Resources:

1 | National Skill Development Corporation (NSDC) (nsdcindia.org)