

INSTITUTE	FACULTY OF MANAGEMENT STUDIES
PROGRAM	BACHELOR OF BUSINESS ADMINISTRATION
SEMESTER	4
COURSE TITLE	CUSTOMER CARE EXECUTIVE DOMESTIC-VOICE
COURSE CODE	04SC0007
COURSE CREDITS	0

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

- 1 Explain the role of a Customer Care Executive-Voice
- 2 Attending Customer Queries
- 3 Process of Query Management
- 4 Make Outbound Calls to Customers
- 5 Documentation Process for Customer Queries
- 6 Manage 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:

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)