

<b>INSTITUTE</b>	<b>FACULTY OF MANAGEMENT STUDIES</b>
<b>PROGRAM</b>	<b>BACHELOR OF BUSINESS ADMINISTRATION</b>
<b>SEMESTER</b>	<b>2</b>
<b>COURSE TITLE</b>	<b>CUSTOMER CARE EXECUTIVE DOMESTIC-NON-VOICE</b>
<b>COURSE CODE</b>	<b>04SC0006</b>
<b>COURSE CREDITS</b>	<b>0</b>

**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**

<b>Theory Hours</b>	<b>Tutorial Hours</b>	<b>Practical Hours</b>	<b>ESE</b>	<b>IA</b>	<b>CSE</b>	<b>Viva</b>	<b>Term Work</b>
4	0	0	50	50	0	0	0

<b>Contents : Unit</b>	<b>Topics</b>	<b>Contact Hours</b>
<b>Total Hours</b>		

**Suggested List of Experiments:**

<b>Contents : Unit</b>	<b>Topics</b>	<b>Contact Hours</b>
<b>Total Hours</b>		

**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

<b>Remember / Knowledge</b>	<b>Understand</b>	<b>Apply</b>	<b>Analyze</b>	<b>Evaluate</b>	<b>Higher order Thinking</b>
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](http://nsdcindia.org))