



Certificate no: UC-202348ed-524c-4763-97ab-fb41189f82ac

Certificate url: ude.my/UC-202348ed-524c-4763-97ab-fb41189f82ac

Reference Number: 0004

CERTIFICATE OF COMPLETION

Conflict Resolution and De-Escalation for Upset Customers

Instructors **Vasco Patrício**

Ifeoluwa Samuel Akala

Date **March 1, 2023**

Length **1.5 total hours**