



Certificate no: UC-5248a75c-98d9-454d-ac92-ff891967c8b1

Certificate url: ude.my/UC-5248a75c-98d9-454d-ac92-ff891967c8b1

Reference Number: 0004

CERTIFICATE OF COMPLETION

Conflict Resolution and De-Escalation for Upset Customers

Instructors **Vasco Patrício**

Doug Fraser

Date **Oct. 3, 2024**

Length **3.5 total hours**