



Continuing Education Hours Documentation Form

To: XiuNong Lin, Zheng Lei, Li Yan, Lin Zhu, Zhan Feiyan, Ren Yongsheng, Wang Liyu, LIMIN HAN, Yue pan, Guojun Wang, HUA Qi, Lin Peng, Xiao Feng, Ganxian Lian, He Ai, WANG QIANYUN, Libo Liu, Shenxi.Ai, SHANGYU ZHANG, YUAN YAO, Liu zhongli, Yan YANG, xiaofei yan, Mixiaoyu, Dingzhen Wu, Wei GONG, Hong Xie, Liang Cao, Cheng Huang, Weiyi Lu, LIU Hui, Dongyi Liu, Lizhong Xiao, Li Lin, JIE XIONG, jianping tian, Jie Cao, WEI JIN, Zhengrong Yu, Dan Wu, Jingyi ZHOU, Qisha Ma, Baoyi Tan, Luwenting, Shi Caiyu, Guang Zeng, Changlei Wang, MEIHUI WANG, Li Yanli, Qing Cai, JIE SUN, liuying, JIANWEN XU, FANLI KONG, mingxiang mu, JUN SHENG, Yifan WANG, Na Ji, Junying Zhang, YINGMEI YU

From: SCOM

Event Description:

The poster hyperlink: https://mp.weixin.qq.com/s/inqqe4EgAe3p_Vx6ZPwxDw

Event Name: The next process is all about the customer - building an excellent customer service team from the inside out.

Venue: online ; **Event No.** 24478 ; **Date & Time:** September 19, 2024; 20:00-21:30

Event Hours: 1.5h ; **Professional Development Points:** 1.5

Event Content

- What is customer-centricity?
- How to understand the needs of internal and external customers?
- How to design a customer-centric service strategy?
- How can a customer-centric approach satisfy customers while also achieving a balanced investment of corporate resources?
- Questions and Answers



Instructor Introduction

Fang Li

- ISE International Registered Senior Service Efficiency Manager
- National Senior Customer Service Manager
- Distinguished Professor at Chongqing University of Arts and Sciences
- Published by China Science and Technology Press
- Author of "Microservices, Heartfelt Experience"

Employer/Presenter's signature:

Martin Yu

