

▶ **PROGRAMME :**

▶ **OBJECTIFS :**

▶ **PERSONNES CONCERNEES :**

▶ **PEDAGOGIE & BENEFICES :**

▶ **DUREE :**

▶ **PRIX :** euros

▶ **SESSIONS :**

Retrouvez la formation sur notre site :

<http://www.idcc.fr/Relation%20Clients%20%7C%20Les%20M%C3%A9tiers%20de%20la%20Relation%20Clients%20pour%20tous%20%7C%201090-Hotline%20-%20g%C3%A9rer%20efficacement%20les%20appels%20clients.html>