PUNJAB SKILLS DEVELOPMENT FUND EXAMINATIONS, LIST OF MATERIAL, EQUIPMENT & TOOLS BATCH-VIII 2026, PSDF (1) ONE MONTH COURSE BPO SCHEME, BP OUTSOURCING HELD ON: 30-11-2026 AT 9:00 AM

Sr. #	Code #	Subject	Material List
1	C-1	Contact Center	**Material for Each Trainee /Whole Class** **Practical No. 1** Computer or Laptop, Headset with microphone, Telephone / mobile phone, Call handling script, Customer information sheet, Notepad and pen, Internet connection. **Practical No. 2** Computer or Laptop, HR case study documents, Communication evaluation checklist, Observation and assessment sheet, Internet connection, Notepad and pen.
2	C-2	Customer Care	**Material for Each Trainee /Whole Class** Stationary (Ball point, Paper, Scale), Computer system / Lap top with MS Office software installed, Noise canceling USB headsets, LAN & Internet connectivity, Audio recording device / software, Mock CRM simulator, Softphone / Intercom application.
3	S-1	Sales Development Representative	**Material for Each Trainee /Whole Class** Computer / Laptop, Mobile phone or headset, Internet connection, Cold call script, Product / service information sheet, Customer profile, Pen / pencil, Notepad, CRM sheet, Customer data, Data entry guidelines.

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