Skillsoft

Completion Status Report

Student Name	Aravindan S Thaipulley
Course Title	Communication Skills
Start Date	Aug 19, 2018

Completion Status:	Completed - Aug 19, 2018
Completion Criteria:	Achieve a score of 80% on the course test and answer all questions
Test Score:	You've scored 97%
Answer All Questions:	You've answered all questions

Test Scores

	Pre-Test	Current	Highest
Course Test	--	97%	97%
Lesson 1: Managing Calls and Meeting Customers' Needs	--	100%	100%
Lesson Overview	--	100%	100%
Differentiating Customers' Needs	--	100%	100%
The Call-flow Process	--	100%	100%
Communication Styles	--	100%	100%
Lesson 2: Writing Skills	--	95%	95%
Lesson Overview	--	100%	100%
Documenting Incidents	--	90%	90%
E-mail Etiquette	--	100%	100%
Lesson 3: Asking Questions and Building Rapport	--	96%	96%

	Pre-Test	Current	Highest
Lesson Overview	--	100%	100%
Open-ended and Closed-ended Questions	--	100%	100%
Understanding Customer Emotions	--	100%	100%
Adapting to a Customer's Competency Level	--	100%	100%
Building Rapport	--	75%	75%