



This certificate is presented to

TIDKE ASHOK TATERAO

for the completion of

**Call center support fundamentals: Identify the root cause (Course 3: Problem Solving)**

(ILB-QPXXPMRKVXKNBYM5)

According to the IBM Learning Patterns system of record

**Completion date:** 13 Nov 2023 (GMT)

**Learning hours:** 10 mins