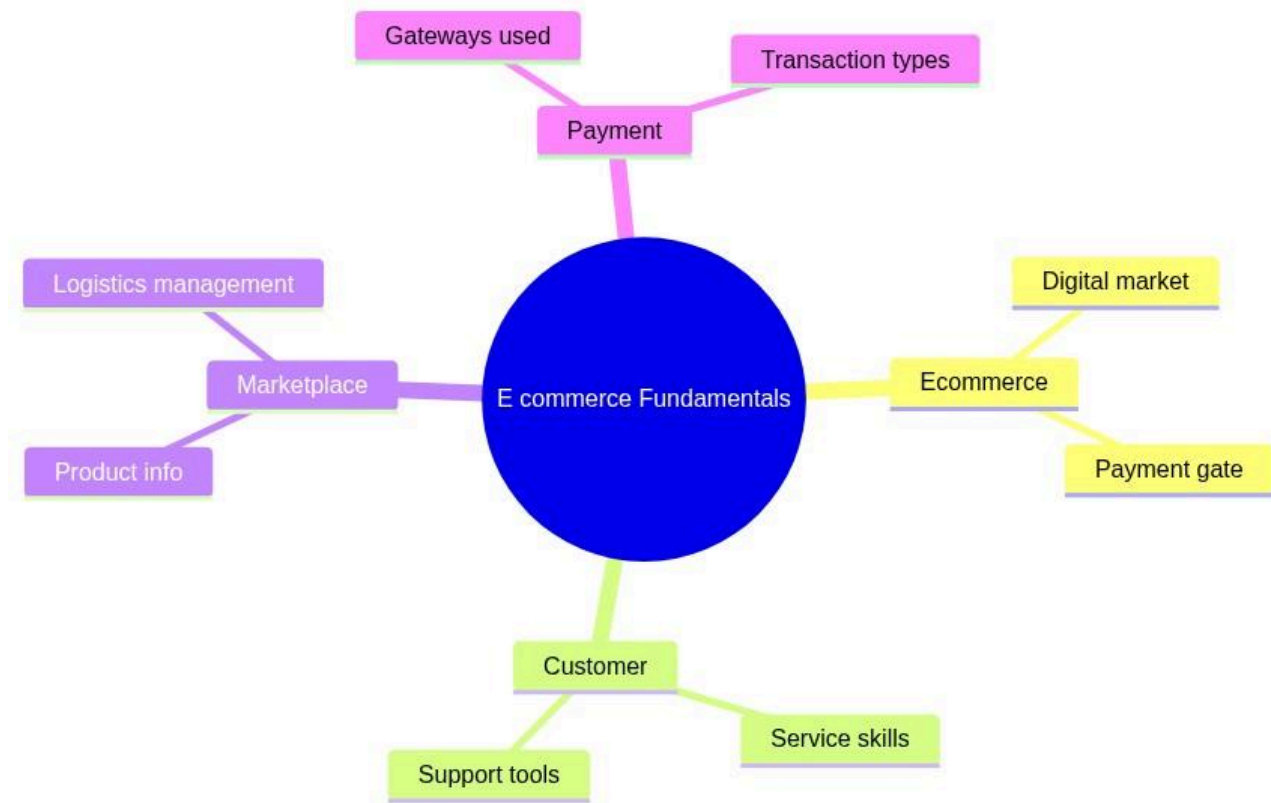


Graduate Certificate in E-commerce Customer Service

E-commerce Fundamentals



```
mindmap
  root((E commerce Fundamentals))
    Ecommerce
      Digital market
      Payment gate
    Customer
      Service skills
      Support tools
    Marketplace
      Product info
      Logistics management
    Payment
      Gateways used
      Transaction types
```