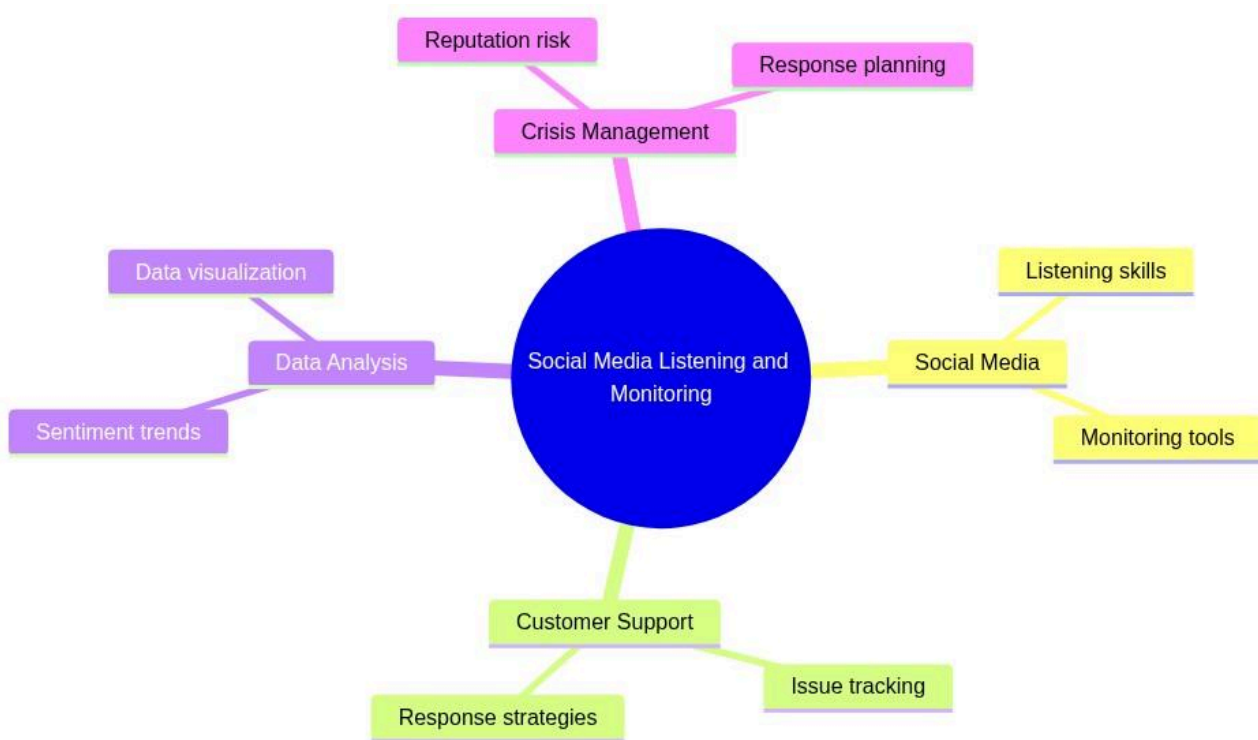


Professional Certificate in Social Media Customer Support

Social Media Listening and Monitoring



mindmap

```

    root((Social Media Listening and Monitoring))
      Social Media
        Listening skills
        Monitoring tools
      Customer Support
        Issue tracking
        Response strategies
      Data Analysis
        Sentiment trends
        Data visualization
      Crisis Management
        Reputation risk
        Response planning
  
```