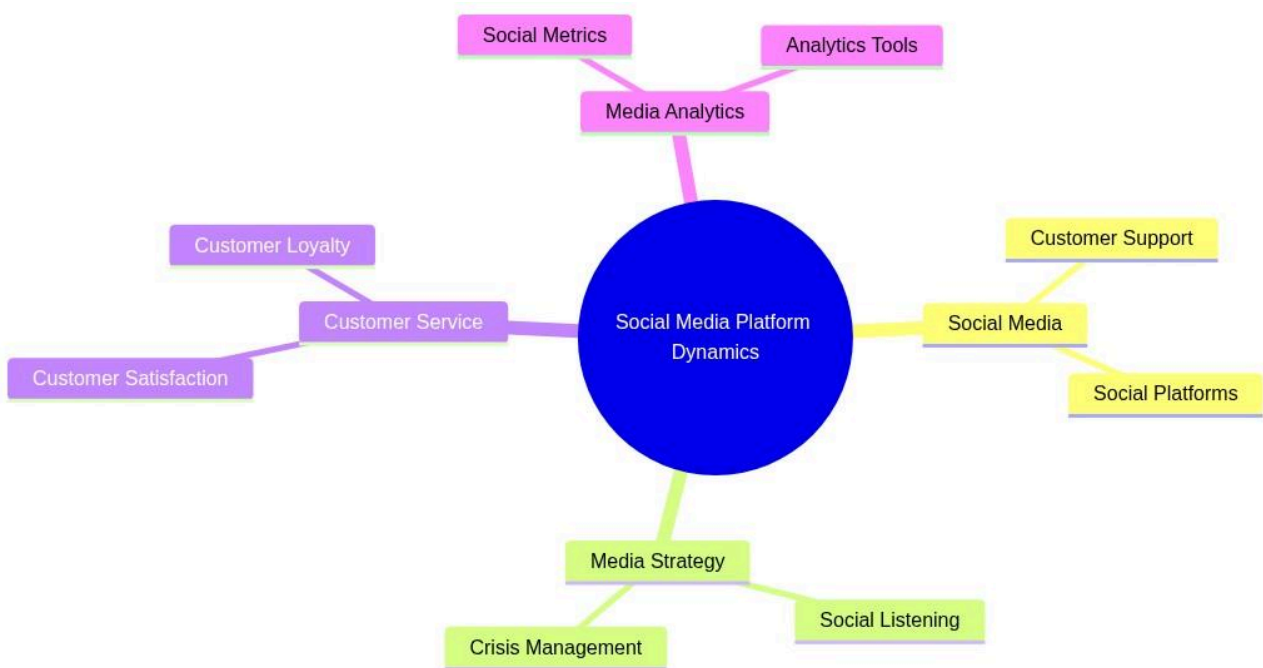


Professional Certificate in Social Media Customer Support (Advanced)

Social Media Platform Dynamics



mindmap

```

    root((Social Media Platform Dynamics))
      Social Media
        Customer Support
        Social Platforms
      Media Strategy
        Social Listening
        Crisis Management
      Customer Service
        Customer Satisfaction
        Customer Loyalty
      Media Analytics
        Social Metrics
        Analytics Tools
  
```