

Course Title	Duration (Hrs:Min)	Course Number	Course Description
Customer Service Processes and Procedures	3:00	cust_08_a01_bs_enus	This course is intended to show the proper procedures and processes needed to provide effective customer service: how to properly support a customer, how to provide accurate documentation, and how to handle difficult customers. This course helps to prepare learners to work in a customer support center or help desk environment.
Support Center Tools, Technologies and Metrics	3:00	cust_08_a03_bs_enus	This course is intended to demonstrate the management and measurement tools a professional CSR is expected to use when dealing with individual customers and participating in the overall operation of the Support Center. The skills and knowledge required include how to use tools associated with problem, change, knowledge, and security management. This course helps to prepare learners to work in a customer support center or help desk environment.
Support Center Services and Work Environment	3:00	cust_06_a02_bs_enus	This course is intended to introduce the learner to the basic levels of service commitments, ethics, and attitude expected of customer service representatives. Best practices, personal accountability, enhancing the image of the organization, and the work environment are covered. This course helps to prepare learners to work in a customer support center or help desk environment.
Team and Customer Relationships	3:00	cust_06_a03_bs_enus	This course looks at the individual responsibilities of each team member, as well as the team as a whole. It also addresses the role of strong leadership in building and maintaining successful teams. In a support center, customer relationships are everything – and communication is king! Many customer problems are caused by communication breakdowns.