Course Title	Duration (Hrs:Min)	Course Number	Course Description
Quality in a Support Center	3:30	cust_08_a02_bs_enus	This course examines the processes involved in incident management and how a support center can use them to best effect. The course introduces the concepts behind incident management, demonstrates how to deal with and close incidents correctly, and teaches how to apply Service Level Agreement terms and Quality Assurance principles. This course helps to prepare learners to work in a customer support center or help desk environment.
The Customer Service Representative (CSR)	3:30	cust_06_a01_bs_enus	This course will familiarize the individual with the basic role of the CSR and the environment in which he performs his duties, including typical roles of the CSR in a support environment, basic tasks accomplished by the CSR, the support center and customer's role in a support environment, how the support center has evolved, and company and support center best practices. This course helps to prepare learners to work in a customer support center or help desk environment.
Customer Interactions	3:30	cust_07_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 overcome communication problems, and how to use active listening. This course helps to prepare learners to work in a customer support center or help desk environment.
Communication Skills	3:30	cust_07_a02_bs_enus	This course explains how to adapt to the different communication types and identifies the common emotions that customers experience when contacting the support center. It also explains how to adapt your writing skills to communicate through e-mail and to document incidents. This course helps to prepare learners to work in a customer support center or help desk environment.
Conflict, Stress, and Time Management	3:30	cust_07_a03_bs_enus	This course is intended to show the proper methods needed to resolve conflicts, manage time, and manage stress. It also highlights the importance of a positive approach and attitude in bringing customer interactions to a satisfactory conclusion. This course helps to prepare learners to work in a customer support center or help desk environment.