Customer Service

Expand your skills and knowledge base

Are you an IT professional with a commitment to responsive and quality customer service looking to refresh or develop your skills or knowledge base? Then check out some of the great resources that LinkedIn Learning has to offer!

COURSE
CUSTOMER SERVICE: PROBLEM SOLVING AND TROUBLESHOOTING

DURATION: 0.5 HOURS

In this course, learn critical problem-solving and troubleshooting processes for common sense customer service in a wide variety of applications. Discover how to effectively deal with issues, while maintaining a positive relationship with your customers (and your own sanity).

COURSE
CUSTOMER SERVICE: SERVING CUSTOMERS THROUGH CHAT AND TEXT

DURATION: 0.75 HOURS

While you may be a pro at writing emails, you need a whole new set of skills to handle live, rapid-fire chat and text conversations. This course walks through each of these situations, and more, using real-world chats and texts.

COURSE
IT SERVICE DESK: CUSTOMER SERVICE FUNDAMENTALS

DURATION: 2 HOURS

In this course, join Fancy Mills as she shares how to take your IT service desk beyond identifying and resolving problems, to also building rapport with customers by alleviating their frustrations.

COURSE
TROUBLESHOOTING IT REMOTE ADMINISTRATION

DURATION: 3 HOURS

Robert McMillen shows how to best support corporate and organizational remote workers and covers a whole host of issues related to remote access, printing, file access, VPN and more.

COURSE
IT SERVICE DESK CAREERS AND CERTIFICATIONS

DURATION: .75 HOURS

Are you looking for a new role as an IT professional, or just ready to change up your career? This course provides an ideal foundational mapping of the careers and certifications you can choose from if you're interested in advancing or moving into an IT service desk career.