AgLearn

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 Skillsoft-Percipio has to offer!

LEARNING CHANNEL
USDA - CUSTOMER SERVICE OPERATIONS

DURATION: 6 HOURS

The goal of customer service is to build long-term relationships and loyalty. In this custom USDA learning channel learn how to prepare your team to deliver the best in customer service.

LEARNING CHANNEL
USDA - ESSENTIAL CUSTOMER SERVICE SKILLS

DURATION: 5 HOURS

Interactions with customers can sometimes be challenging. In this custom USDA learning channel, learn how to utilize tools and techniques to better handle difficult situations for better outcomes.

EBOOK
SERVICE DESK AND INCIDENT MANAGER: CAREERS IN IT SERVICE MANAGEMENT

DURATION: 2 HOURS OF READING

The role of a service desk manager is to provide the single point of contact between an IT organization and its users. This book gives an excellent introduction to the role, covering areas such as purpose, required skills and career progression, as well as tools, standards and frameworks.

ASPIRE JOURNEY
CUSTOMER SERVICE REPRESENTATIVE JOURNEY

DURATION: 20 HOURS

Customer support professionals use a combination of skills to analyze beyond the stated requirements to uncover the full spectrum of customer needs. This Journey is based on real-time market information from Burning Glass Technologies and focuses on the role of the Customer Service Representative (CSR) within organizations.

EBOOK
THE UNIVERSAL SERVICE DESK (USD): IMPLEMENTING, CONTROLLING AND IMPROVING SERVICE DELIVERY

DURATION: 5 HOURS OF READING

The Universal Service Desk (USD) – Implementing, controlling and improving service delivery defines what a USD is, why it is valuable to an organization and how to build and implement one.