

**ITSC 1391
Help Desk Customer Service**

Western Texas College

- I. Basic Course Information
 - A. Course Description: Customer support skills and real world applications for the operation of a call center, front desk, or help desk. Skills should include effective communication for internal and external customers, best practices, and problem solving skills including: in-person, telephone, email, or Internet.
 - B. Required Prerequisite: None
- II. Student Learning Outcomes
 - A. demonstrate effective communication skills;
 - B. diagnose problems, and documenting solutions.
- III. Testing Requirements
 - A. The final exam must be proctored. (ask your instructor for more details)
- IV. Course Requirements, Methods of Assessment, Assessment Criteria, Grading Standards
 - A. Grading System with Percentage of Proctored Assignments:

	Proctored	Not Proctored
Assignments		30%
Exams		15%
Project		20%
Final Exam	35%	
Total	35%	65%

- B.
- V. Information on Books
 - A. CUSTOMER SERVICE SKILLS, 4TH, Ed, Knapp: ISBN 10: 1-28506358-9
- VI. Other Policies, Procedures and important dates. Please refer to the [WTC Catalog](#) for the following:
 - A. Campus Calendar
 - B. Final Exam Schedule
 - C. How to drop a class
 - D. Withdrawal Information
 - E. Student Conduct/Academic Integrity
 - F. Class Attendance
 - G. Student with disabilities

Course Content

	Chapter Description
	Week 1 Handouts and Intro to Moodle
Chapter 1	ACHIEVING HIGH CUSTOMER SATISFACTION
Chapter 2	DEVELOPING STRONG LISTENING AND COMMUNICATION SKILLS
	EXAM Assignment
Chapter 3	Winning Telephone Skills
Chapter 4	Technical Writing Skills for Support Professionals
	EXAM Assignment:
Chapter 5	Handling Difficult Customer Situations
Chapter 6	Solving and Preventing Incidents & Problems
	EXAM
Chapter 7	Business Skills for Technical Professionals
Chapter 8	Teams & Team Players in a Service Desk Setting
Chapter 9	Minimizing Stress & Avoiding Burnout
Chapter 10	Introduction to Coding & Reimbursement
	Final Review
	Final Exam

***Disclaimer: Assignments due to change by instructor

Last Modified: October 9, 2017