THRYV CONSULTING
/THRĪV/: *grow, prosper, flourish*

INFORMATION TECHNOLOGY:
Call Center & Help Desk
Professional Development Training

"BASIC COMPUTER TRAINING IS THE FOUNDATION FOR EXCELLING IN THE MODERN MARKET"
— M. GEORGS

Computer skills are key in the modern work environment. People rely on technology to grow their careers, improve their lives, and to expand their opportunities. This course will empower participants with all of the basic concepts and techniques, resulting in effective use of industry leading software; getting them up-to-speed with modern computing and internet technology including the skills to work remotely in today's virtual environment, either a call center, help desk or entry level technical support.

Our "IT Call Center & Help Desk" training course includes the following modules: Keys to Remote Working, Technology Troubleshooting & Problem Solving, Superior Customer Service, Telephone Etiquette, Case Notes & Documentation Best Practices, Video Conferencing & Video Conferencing Etiquette, Tech Savvy Terminologies. In addition, this program provides Workplace Readiness and Professionalism training.

COURSE DETAILS
2 days per week for 6 weeks
9am-1pm via Zoom

Training Modules
- Keys to Remote Working
- Technology Troubleshooting & Problem Solving
- Workplace Readiness
- Professionalism Training
- Superior Customer Service
- Telephone Etiquette
- Case Notes & Documentation Best Practices
- Video Conferencing & Video Conferencing Etiquette
- Tech Savvy Terminologies
- Online Security General Awareness
- Computer Basics Review: Hardware, Software and Networks
- Microsoft Office Basics: Word, Excel, PowerPoint, Outlook, OneDrive, Teams
- Internet & Browser Review
- Email and "The Cloud"
- Ergonomics Basics

Information Technology: Call Center & Help Desk