

# uCertify

## Course Outline

### Customer Service Skills



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1. Pre-Assessment
2. Exercises, Quizzes, Flashcards & Glossary  
Number of Questions
3. Expert Instructor-Led Training
4. ADA Compliant & JAWS Compatible Platform
5. State of the Art Educator Tools
6. Award Winning Learning Platform (LMS)
7. Chapter & Lessons  
Syllabus  
Chapter 1: Introduction  
Chapter 2: What is Customer Service?  
Chapter 3: The Problem-Solving Process  
Chapter 4: Communication Principles and Skills  
Chapter 5: Understanding Listening Skills and Customer Needs  
Chapter 6: Customer Service and Behavior  
Chapter 7: Get Customer Feedback  
Chapter 8: Empathy and Emotional Intelligence  
Chapter 9: Conflict Resolution and How to Disagree  
Chapter 10: Stress Management in Customer Service  
Chapter 11: Workload Management in Customer Service  
Chapter 12: Service Desk Basics  
Chapter 13: Customer Service via Technology  
Videos and How To
8. Practice Test  
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Features
9. Performance Based labs  
Lab Tasks

Here's what you get

## 1. Pre-Assessment

Pre-Assessment lets you identify the areas for improvement before you start your prep. It determines what students know about a topic before it is taught and identifies areas for improvement with question assessment before beginning the course.

## 2. Exercises

There is no limit to the number of times learners can attempt these. Exercises come with detailed remediation, which ensures that learners are confident on the topic before proceeding.

**93**  
EXERCISES

## 3. flashcards

Flashcards are effective memory-aiding tools that help you learn complex topics easily. The flashcard will help you in memorizing definitions, terminologies, key concepts, and more. There is no limit to the number of times learners can attempt these. Flashcards help master the key concepts.

**60**  
FLASHCARDS

## 4. Glossary of terms

uCertify provides detailed explanations of concepts relevant to the course through Glossary. It contains a list of frequently used terminologies along with its detailed explanation. Glossary defines the key terms.



## 5. Expert Instructor-Led Training

uCertify uses the content from the finest publishers and only the IT industry's finest instructors. They have a minimum of 15 years real-world experience and are subject matter experts in their fields. Unlike a live class, you can study at your own pace. This creates a personal learning experience and gives you all the benefit of hands-on training with the flexibility of doing it around your schedule 24/7.

## 6. ADA Compliant & JAWS Compatible Platform

uCertify course and labs are ADA (Americans with Disability Act) compliant. It is now more accessible to students with features such as:

- Change the font, size, and color of the content of the course
- Text-to-speech, reads the text into spoken words
- Interactive videos, how-tos videos come with transcripts and voice-over
- Interactive transcripts, each word is clickable. Students can clip a specific part of the video by clicking on a word or a portion of the text.

JAWS (Job Access with Speech) is a computer screen reader program for Microsoft Windows that reads the screen either with a text-to-speech output or by a Refreshable Braille display. Student can easily navigate uCertify course using JAWS shortcut keys.

## 7. State of the Art Educator Tools

uCertify knows the importance of instructors and provide tools to help them do their job effectively. Instructors are able to clone and customize course. Do ability grouping. Create sections. Design grade scale and grade formula. Create and schedule assessments. Educators can also move a student from self-paced to mentor-guided to instructor-led mode in three clicks.

## 8. Award Winning Learning Platform (LMS)

uCertify has developed an award winning, highly interactive yet simple to use platform. The SIIA CODiE Awards is the only peer-reviewed program to showcase business and education technology's finest products and services. Since 1986, thousands of products, services and solutions have been recognized for achieving excellence. uCertify has won CODiE awards consecutively for last 7 years:

- **2014**

1. Best Postsecondary Learning Solution

- **2015**

1. Best Education Solution
2. Best Virtual Learning Solution
3. Best Student Assessment Solution
4. Best Postsecondary Learning Solution
5. Best Career and Workforce Readiness Solution
6. Best Instructional Solution in Other Curriculum Areas
7. Best Corporate Learning/Workforce Development Solution

- **2016**

1. Best Virtual Learning Solution
2. Best Education Cloud-based Solution
3. Best College and Career Readiness Solution
4. Best Corporate / Workforce Learning Solution
5. Best Postsecondary Learning Content Solution

6. Best Postsecondary LMS or Learning Platform
7. Best Learning Relationship Management Solution

- **2017**

1. Best Overall Education Solution
2. Best Student Assessment Solution
3. Best Corporate/Workforce Learning Solution
4. Best Higher Education LMS or Learning Platform

- **2018**

1. Best Higher Education LMS or Learning Platform
2. Best Instructional Solution in Other Curriculum Areas
3. Best Learning Relationship Management Solution

- **2019**

1. Best Virtual Learning Solution
2. Best Content Authoring Development or Curation Solution
3. Best Higher Education Learning Management Solution (LMS)

- **2020**

1. Best College and Career Readiness Solution
2. Best Cross-Curricular Solution
3. Best Virtual Learning Solution

## 9. Chapter & Lessons

uCertify brings these textbooks to life. It is full of interactive activities that keeps the learner engaged. uCertify brings all available learning resources for a topic in one place so that the learner can efficiently learn without going to multiple places. Challenge questions are also embedded in the chapters so learners can attempt those while they are learning about that particular topic. This helps them grasp the concepts better because they can go over it again right away which improves learning.

Learners can do Flashcards, Exercises, Quizzes and Labs related to each chapter. At the end of every lesson, uCertify courses guide the learners on the path they should follow.

# Syllabus

## Chapter 1: Introduction

- Why You Should Read This Book?
- What You Will Learn From This Book?

## Chapter 2: What is Customer Service?

- Understanding Customer Service Fundamentals
- Achieving High Customer Satisfaction
- Strategies for Preventing Dissatisfaction
- Summary

## Chapter 3: The Problem-Solving Process

- What are Incidents and Problems?
- Solving and Preventing Incidents and Problems
- Kepner-Tregoe Method
- Summary

## Chapter 4: Communication Principles and Skills

- What is Communication and its Types?
- Key Principles of Effective Communication
- Interpersonal Communication Skills
- Nonverbal Communication Skills
- Electronic Communication Etiquette
- Summary

## Chapter 5: Understanding Listening Skills and Customer Needs

- Listening to the Customer
- Active Listening Techniques for Better Communication
- Identifying Customer Needs and Expectations
- Summary

## Chapter 6: Customer Service and Behavior

- Understanding Customer Behaviour and Behavioral Styles
- Communication Strategies Across Behavioral Styles
- Building Stronger Relationships
- How Do Behaviors Influence Customer Loyalty?
- Summary



## Chapter 7: Get Customer Feedback

- Why Feedback is Vitrally Important?
- Providing Feedback Efficiently
- Act on Complaints in Productive Ways
- Proactive Ways to Get Feedback
- Summary

## Chapter 8: Empathy and Emotional Intelligence

- The Foundations of Emotional Intelligence
- Cultivating Mature Emotional Intelligence and Conversational Control
- Fostering Empathy as a Core Component of Emotional Intelligence
- Mastering Emotional Regulation Techniques
- Summary

## Chapter 9: Conflict Resolution and How to Disagree

- Understanding Conflict and its Types
- Strategies for Effective Conflict Resolution
- Techniques for Handling Disagreements with Customers

- Summary

## Chapter 10: Stress Management in Customer Service

- Understanding and Defining Stress
- Effective Strategies for Managing Stress
- Stress Management Techniques for Service Desk Analysts
- Developing Your Personalized Stress Management Plan
- Summary

## Chapter 11: Workload Management in Customer Service

- Understanding Workload Management
- Prioritizing Customer Requests
- Managing Workload and Deadlines
- Improving Efficiency in Customer Service Tasks
- Summary

## Chapter 12: Service Desk Basics

- Overview of Service Desk Roles and Responsibilities
- Service Desk Basics - Computing

- Service Desk Basics - Data
- Service Desk Basics - Computers
- Service Desk Basics - Networks
- Summary

## Chapter 13: Customer Service via Technology

- The Role of Technology in Customer Service
- The Customer Call Center or Help Desk
- Tapping into Web-Based and Mobile Technologies
- The Telephone in Customer Service
- Summary

## Videos and How To

uCertify course includes videos to help understand concepts. It also includes How Tos that help learners in accomplishing certain tasks.

**23**

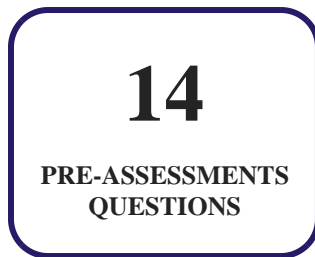
VIDEOS

**10:28**

HOURS

## 10. Practice Test

Here's what you get



### Features

Each question comes with detailed remediation explaining not only why an answer option is correct but also why it is incorrect.

#### Unlimited Practice

Each test can be taken unlimited number of times until the learner feels they are prepared. Learner can review the test and read detailed remediation. Detailed test history is also available.

Each test set comes with learn, test and review modes. In learn mode, learners will attempt a question and will get immediate feedback and complete remediation as they move on to the next question. In test mode, learners can take a timed test simulating the actual exam conditions. In review mode, learners can read through one item at a time without attempting it.

## 11. Performance Based Labs

uCertify's performance-based labs are simulators that provides virtual environment. Labs deliver hands on experience with minimal risk and thus replace expensive physical labs. uCertify Labs are cloud-based, device-enabled and can be easily integrated with an LMS. Features of uCertify labs:

- Provide hands-on experience in a safe, online environment

- Labs simulate real world, hardware, software & CLI environment
- Flexible and inexpensive alternative to physical Labs
- Comes with well-organized component library for every task
- Highly interactive - learn by doing
- Explanations and remediation available
- Videos on how to perform

## Lab Tasks

Here's what you get

GET IN TOUCH:

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