

# CISM142 : Help Desk Support

Provides an overview of the topics relevant to working at a help desk including customer service skills. Topics discussed include help desk concepts, roles and responsibilities, help desk operations, help desk processes and procedures, tools and technologies, performance measures, customer satisfaction, listening and communication skills, solving and preventing problems and training.

**Credits** 3

**Lecture Hours** 3

**Lab/Clinical/Field Study Hours** 0

**Prerequisite Courses**

CISM125: Introduction to Computers