

Course Abstract

If you need accommodations due to a disability, contact Disability Services in Edison Hall Room 100, 732.906.2546.

To foster a productive learning environment, the College requires that all students adhere to the Code of Student Conduct which is published in the college catalog and website.

Course ID and Name: CSC126 – Help Desk Customer Service

Department: Business and Computer Science

Chairperson or Course Coordinator: Dr. Aslihan Cakmak

Office Location: ED123

E-mail Address: ACakmak@Middlesexcc.edu

Telephone: 732-906-2526

Prerequisites: ENG121 and CSC105 or CSC 106

Co-requisites: None

Course Description:

This course covers essential customer service skills needed by a Computer Help Desk attendant in a hands-on setting. The roles, processes and events in the field of customer service are practiced. An overview of customer service is included, as well as specific skills including telephone, writing and conflict resolution .

General Education Status: N/A

Credits: 3 **Lecture Hours:** 3 **Lab Hours:** 0

Learning Outcomes:

Upon successful completion of this course, a student will be able to:

1. Define customer service.
2. List the elements of a successful two-way conversation.
3. List the four steps of the active listening process.
4. Write a short technical information memo.
5. Demonstrate the ability to use voice mail.
6. Demonstrate the ability to use email appropriately in a technical environment.
7. Demonstrate the ability to forward a call and set up a conference call.
8. List the steps in the problem solving model.
9. Identify major causes of stress in a customer service environment and methods to mitigate them.

Course Content Areas:

- Definition of customer service
- Attaining customer satisfaction
- Communication skills
- Telephone skills
- Email skills
- Technical writing for the Computer Help Desk Attendant
- Conflict resolution
- Problem solving methodologies
- Help desk teams
- Stress Management