



Customer Support

SEHG-WPE-1033 · Business · approx. 11 min seat time · English · 100% online, self-paced

Accreditation & industry alignments: none verified on record — institutional accreditor mapping pending

COURSE DESCRIPTION

Workplace Essentials course covering customer support. Self-paced lessons with applied exercises.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Business skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

WHAT'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 12 course modules
- 11 instructional videos — 11 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English · Español

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Introduction**
 - Course Objectives
- **Module 2 — What Is Customer Service?**
 - Support vs. Service
 - Who Participates?
 - Metrics
 - Trends
- **Module 3 — Challenges**
 - Customer Challenges
 - Crisis
 - Ticket Backlogs
 - End Relationship With Customer
- **Module 4 — Email**
 - Formal Yet Conversational Style
 - Scripted, Yet Authentic
 - Explain Information Carefully
 - Results
- **Module 5 — SMS**
 - Convenience of Texting
 - Apps and Software Available

- Information to Communicate
- Professional Communication Through Text
- **Module 6 — Webchat**
 - Personalize
 - Apps and Software Available
 - Real Time Support
 - Etiquette
- **Module 7 — Multi-Channel Apps**
 - Different Multi-Channel Apps
 - Pros
 - Cons
 - Making a Decision
- **Module 8 — Support Ticket Apps**
 - Different Support Ticket Apps
 - Pros
 - Cons
 - Making a Decision
- **Module 9 — Documentation**
 - What to Document
 - Using Tools
 - Prepare Documentation
 - Retain
- **Module 10 — Feedback**
 - Surveys
 - Boxes
 - Analytics
 - Usability
- **Module 11 — Be Proactive**
 - Research Analytics
 - Discover Opportunities
 - Prevent Problems
 - Provide Support Before People Know They Need It
- **Module 12 — Assessment**

COMPLETION & CERTIFICATION

Completion-based: a certificate of completion is issued after all course videos have been viewed.
The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$49 · SEHG-WPE-1033 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.