# Guidoo

# Course Content

Use this list of content to get an overview of what to expect - or to print it out and tick off the lessons that you completed as you go along.

Introduction

- ❏ Intro
- ❏ What you'll learn
- ❏ Solving your first ticket

Foundation

- ❏ What is Zendesk
- ❏ Where do tickets come from
- ❏ Who creates tickets
- ❏ Why are you here
- ❏ Navigating Zendesk

Working with tickets

- ❏ Close up on ticket comments
- ❏ Zooming into ticket fields
- ❏ Inspecting the customer
- ❏ Answering tickets with macros
- ❏ Saving tickets with the right status
- ❏ Moving between tickets (with views)
- ❏ Email and Webform tickets
- ❏ Facebook and Twitter tickets
- ❏ Other channels and feedback

Customising your Zendesk

- ❏ Review your agent profile
- ❏ Set your photo and signature
- ❏ Personalise your views
- ❏ Create your own Macros
- ❏ Configure your Zendesk

(Bonus) productivity tips

- ❏ Finding tickets using search
- ❏ Updating 30 tickets in one go
- ❏ Become faster with shortcuts
- ❏ Extended functionality - Zendesk Apps
- ❏ Solving tickets on the go - mobile apps

What's next

- ❏ Get hired as a Customer Service Agent
- ❏ Thank you & Feedback