

# Client Management in IT environment



<b>Course name:</b>	<b>Client Management in IT Environment</b>
<b>Partner:</b>	<b>IBM</b>
<b>Description:</b>	The course will cover the essentials of customer care, basic IT technical skills, knowledge used in Service Desk environment and client management. The basics will be covered based on best practices and experience developed in one of the leading companies from IT sector and commonly used to support business customers. There will be multiple workshops with practical exercises using different methodologies, among others design thinking.
<b>Place:</b>	
<b>Number of classes:</b>	Entry exam test 7 classes (1 per week); time of a single class: 3,5 h Final evaluation test
<b>Main topics:</b>	<ul style="list-style-type: none"><li>• Call handling and difficult client management</li><li>• Quality in customer care</li><li>• Business email handling and chat netiquette</li><li>• IT troubleshooting</li><li>• Networking basics</li><li>• Cyber security</li></ul>
<b>Entry exam requirements:</b>	<ul style="list-style-type: none"><li>• English language at least on B1 level</li></ul>
<b>Course additional requirements:</b>	<ul style="list-style-type: none"><li>• Basic IT knowledge</li></ul>