



TRAINING DAYS 2020

Zendesk Guide, I and II

8:30	Introduction Get to Know Guide Set Up Guide - Part I
10:20-10:30	BREAK Set Up Guide - Part II
11:50-12:35	LUNCH Set Up Guide - Part III Assess the Utility of Your Help Center Review Exercise, I Bringing it All Together: A Collaborative Activity, I Create Multiple Help Centers for Your Different Brands Set Up Additional Ticket Deflection Strategies - Part I
2:20-2:30	BREAK Set Up Additional Ticket Deflection Strategies - Part II Leverage Your Team to Build Your Knowledge Base Review Exercise, II Bringing it All Together: A Collaborative Activity, II
4:00	End of Day

Subject to change

Questions? Contact us at trainingevents@zendesk.com