



TRAINING DAYS 2020

Zendesk Support for Admins, I and II

8:30	Introduction Get to Know the Agent Experience Use Ticket Fields to Gather Information
10:20-10:30	BREAK Use Views and Macros to Save Agents Time Review Exercise, I Bringing it All Together: A Collaborative Activity, I
12:10-12:55	LUNCH Manage People: Agent Access, Groups, and Organizations
2:05-2:15	BREAK Manage Business Rules: Schedules, SLAs, Triggers, and Automations 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