

## 2210 Customer Support (CUSTSPT)

Army eLearning (<https://usarmy.skillport.com>) offered courses

### Technical Support Agent Skills

- *The Contact Center and the Technical Support Agent*
- *Technical Support Essentials*
- *Assessing Customer Behavior*
- *Technical Support Agent Survival Skills*

### How to Excel at Customer Service

- *Building the Service Foundation: Corporate Culture*
- *Fundamentals of Exceptional Customer Service*
- *The Voice of the Customer*
- *Advancing Your Service Expertise*
- *Customers, Conflict and Confrontation*
- *Overcoming Challenging Service Situations*
- *Instilling Service Excellence: the EXCEL Acronym*
- *Service Stars and Service Teams*

### e-Business for Customer Relationship Management

- *Introduction to Customer Relationship Management*
- *Electronic Customer Relationship Management*
- *Data Mining*
- *Profiting from Customer Relationship Management*
- *Profit Networks*

### CompTIA A+ 2003 Core Hardware

- *Identifying, Adding, and Removing System Components*
- *System Resources and Installing and Configuring IDE and SCSI Devices*
- *Installing, Configuring, and Optimizing Computers*
- *Diagnosing and Troubleshooting*
- *Memory, Motherboards, and Processors*
- *Printers, Maintenance, and Safety Issues*
- *Basic Networking*

### CompTIA A+ 2003 Operating System Technologies

- *Operating System Technologies: Concepts and Installation*
- *Operating System Technologies: Configuration*
- *Operating System Technologies and the Networking Environment*
- *Operating System Technologies: Management and Troubleshooting*

### CompTIA A+ 2006 Essentials

- *Personal Computer Components*
- *Laptop Components, Peripherals, and Networks*
- *Operating Systems*
- *Security, Safety, and Communication*

### CompTIA A+ 2006 IT Technician

- *Installing, Configuring, and Troubleshooting PC Components*
- *Working with Laptops and Portable Devices*
- *Understanding and Maintaining Networks*
- *Maintaining Operating Systems*
- *Installing and Troubleshooting Printers and Scanners*
- *Managing IT Security*
- *Recognizing Safety Procedures, Effective Communication, and Professional Behavior*

### CompTIA A+ 2006 Remote Support Technician

- *Adding, Optimizing, and Troubleshooting PC Components*
- *Understanding and Supporting Networks*
- *Managing Operating Systems*
- *Adding and Fixing Printers and Scanners*
- *Implementing IT Security*
- *Using Effective Remote Communication*

### CompTIA A+ 2006 Depot Technician

- *Working with Personal Computer Components*
- *Managing Laptops and Portable Devices*
- *Maintaining Printers and Scanners*
- *Implementing IT Security and Workplace Safety Measures*

### Net Safety

- *Network Security Issues*

### Information System Security

- *Security Management and Operations Security Practices*
- *Access Control and Physical Security*
- *Cryptography and Network Security*
- *Security Architecture and Applications Security*
- *Business Continuity Planning, Law, and Ethics*

### IT Infrastructure Library (ITIL) Foundations

- *ITIL: The Service Desk and Incident Management*
- *ITIL: Configuration and Release Management*
- *ITIL: Service Level and Capacity Management*
- *ITIL: Problem and Change Management*
- *ITIL: Continuity and Availability Management*
- *ITIL: Financial and Security Management*

### HDI – Customer Support Specialist, Professionalism

- *The Customer Support Specialist (CSS)*
- *Support Center Services*
- *Establishing Team and Customer Relationships*

### HDI – Customer Support Specialist

- *Interacting with the Customer*
- *Effective Communication Skills*
- *Managing Conflict, Stress, and Time*

### HDI – Customer Support Specialist, Process

- *Customer Service Procedures*
- *Managing the Quality of the Customer Support Service Center*
- *Management Tools and Metrics*

### **To Register for Army eLearning and courses:**

1. Log onto AKO: <https://www.us.army.mil>
2. Click on My Education (under Self-Service).
3. Click on the Access the Army e-Learning Portal Page link.
4. Click on the New User Link.
5. Choose "Register for the Army e-Learning Program" on the left side menu
6. On the next page: Enter your AKO User Name and AKO password, and click on submit.

7. Complete every block on the registration form and click on Submit at the bottom of the page.
8. Once the system accepts your registration you will receive two emails in your AKO email account. One email has your e-Learning logon id (AKO User Name) and the address you will use to log onto the e-Learning Program, and the second email will contain your password.
9. When you logon to e-Learning click on the folder of the courses you are interested in taking or type in the course number/course title in the Search For block. Once you get to the course title, click Play Course.