

CPT 182: Help Desk Applications

The main purpose of this course is to provide students with a comprehensive understanding of the help desk environment and the knowledge, skills, and abilities necessary to work in the user support industry. Students will learn problem-solving and communication skills that are very valuable when providing user support. Through hands-on exercises and case projects students will learn how to apply their knowledge and develop their ideas and skills.

Credits: 3

Transfer Code: Transfer Code

Code C

Lab Hours: 0

Lecture Hours: 3

Prerequisites:

None

Co-Requisites:

None