

# 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