

- **Security and Permissions**

Buried in tickets? Do you wish your agents could spend more time problem-solving and less time on information delivery. Take this course on Zendesk's Help Center if you're eager to get your self-service channel up and running. We'll show you how to design and build a Help Center that will attract customers, help them solve their own issues, and put you on the path to ticket deflection so that your agents can do the work you need them to do.

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