DevOpsSchool

Course curriculum · November 2026

LEVEL 01 OF 04 · FOUNDATION

Zendesk Foundation Training

Work tickets confidently in Zendesk: find information, create, update and resolve tickets and keep queues moving.

LIVE ONLINE **Max 8-10 hours**	CORPORATE (DAY-WISE) **1 day · Day 1**	SELF-PACED VIDEO **1-year LMS access**
BATCH SIZE **Max 10 learners**	NEXT BATCHES **1st of every month · weekends: first Saturday**	CERTIFICATE **Verifiable certificate of completion**

Foundation	Essential	Intermediate	Advanced
1 day · This curriculum	2 days · Next step	3 days · Later	5 days · Later

INSIDE THIS CURRICULUM

What you will achieve	Outcomes and level focus
Who should attend	Audience and prerequisites
Agenda	12 topics · Foundation
Hands-on labs	1 lab
Formats and fees	Live, 1:1, self-paced, corporate
Trainer and reviews	Rajesh Kumar
Enrolment	Batches, payment, contacts

WHY DEVOPSSCHOOL

- Rated 4.6 on Google
- 1,500+ verifiable certificates issued in the public registry
- Trainer Rajesh Kumar: 20 years in industry
- Small batches: max 10 learners, every session recorded

Course page: www.devopsschool.com/courses/zendesk/zendesk-foundation-training.html
Talk to us: WhatsApp +91 99057 40781 · +1 (469) 756-6329 · contact@DevOpsSchool.com · reply within 1 hour

OUTCOMES

What you will achieve

By the end of the Zendesk course path, you will be able to:

1

Work tickets efficiently

Use views, macros, search and apps to resolve tickets quickly with fewer touches.

2

Automate support workflows

Build fields, forms, triggers, automations and SLAs that route and escalate work automatically.

3

Scale customer service

Deliver self-service, omnichannel support, AI assistance and integrations with sound governance.

WHAT THE FOUNDATION LEVEL ADDS

Zendesk Support essentials for agents

Hands-on: Work a ticket queue end to end. Create tickets from email and the web form, triage them with views, update them with macros and resolve them with proper status, notes and replies.

WHO SHOULD ATTEND

- Beginners and working professionals who are new to Zendesk and want a solid, hands-on start.
- Engineers, analysts, testers and students preparing to use Zendesk on real work.
- Leads and managers who want first-hand familiarity with Zendesk.

BEFORE YOU START

- No prior Zendesk experience is needed.
- Basic computer skills and a laptop with a stable internet connection for the live sessions and labs.
- This curriculum includes every earlier level, so it is complete on its own.

AGENDA · FOUNDATION

Zendesk Foundation Training agenda

12 topics. Each level builds on the one before it, so this curriculum lists every earlier level in full. Days are for corporate (day-wise) delivery; live online batches cover the same agenda in max 8-10 hours.

DAY 1 — Foundation: Zendesk Support essentials for agents

New at this level

1. Zendesk big picture: products, roles of end users, agents and admins and the ticket lifecycle
2. Agent Workspace: navigating the agent dashboard, ticket interface and context panel
3. Search: locating tickets, users, organisations and articles with search operators
4. Creating a ticket: channels, requesters, assignees, groups and ticket properties
5. Describing a ticket: status values, priority, type and internal notes versus public replies
6. Responding and resolving: replying, merging, solving and following up on tickets
7. Views: organising tickets with shared and personal views
8. Macros: updating tickets efficiently with shared and personal macros
9. Queue management: ownership, groups and keeping response times on track
10. Suspended tickets: why tickets are suspended, recovering and deleting them
11. Organising users: end users, organisations, user fields and tags
12. Apps and shortcuts: Marketplace apps in the ticket sidebar and keyboard shortcuts

PRACTICE

Hands-on labs

You build these yourself during the course, guided by the trainer.

FOUNDATION

Work a ticket queue end to end

Create tickets from email and the web form, triage them with views, update them with macros and resolve them with proper status, notes and replies.

HOW YOU CAN LEARN

Formats and fees

The same agenda in four formats. Fees are in Indian rupees as of November 2026; the course page shows them in your currency.

FORMAT	DURATION	WHAT YOU GET	FEE
Live & interactive (online)	Max 8-10 hours	Instructor-led public batch of max 10 learners with demos, labs, Q&A and assignment review. Weekday batches start on the 1st of every month, weekend batches on the first Saturday of every month.	**INR 34,999**
1:1 live training (online)	Max 8-10 hours, one-to-one	The same agenda, taught one-to-one by the trainer. Starts immediately, without waiting for the next batch; sessions planned around your working hours, at your pace.	**INR 99,999**
Self-paced video	1-year LMS access	All four Zendesk levels, plus 20+ more courses and 50+ tools, at your own pace.	**INR 833/month** billed yearly at INR 9,996
Corporate (day-wise)	1 day for this level	A private batch for your team, on demand. Foundation 1 day, Essential 2, Intermediate 3, Advanced 5 (cumulative).	**Quote on request**

ASSESSMENT AND CERTIFICATE

Your progress is checked through hands-on labs and assignments at every level. On completion you receive a DevOpsSchool certificate of completion with a unique credential ID that anyone can verify at devopsschool.com/certificates.

INCLUDED WITH EVERY LIVE BATCH

- Every live session is recorded and stays in your LMS for a year.
- Can't attend your batch? Move to next month's batch.
- Free demo class before you pay.
- Free 10-15 minute call with an advisor or the trainer to check the course fits you.

YOUR TRAINER

Learn from Rajesh Kumar

Principal Architect, trainer and mentor in DevOps, SRE, DevSecOps and platform engineering, with 20 years across 8+ software MNCs, including Staff DevOps/SRE Engineer for a leading Japanese mobile-payment platform and Principal DevOps Architect and Manager in Europe.

Profile: www.rajeshkumar.xyz · Videos: youtube.com/@TheDevOpsSchool

20 years in industry	**200+** corporate trainings
10,000+ engineers mentored	**70+** organisations coached

REVIEWS

What learners say

Rated 4.6 on Google · more reviews at devopsschool.com/testimonials and in our video testimonials.

> “Rajesh is very good trainer. Rajesh was able to resolve our queries and question effectively. We really liked the hands-on examples covered during this training program.”
>
> Indrayani, India

> “The training was very useful and interactive. Rajesh helped develop the confidence of all.”
>
> Abhinav Gupta, Pune

START YOUR ZENDESK TRAINING

Join the next batch

Weekday batches start on the 1st of every month and weekend batches on the first Saturday of every month, with max 10 learners each. 1:1 training can start immediately; corporate batches run on demand. We reply within 1 hour.

Pay by UPI, credit and debit cards, net banking or PayPal. Before you pay, read our refund policy. All levels of this course: www.devopsschool.com/courses/zendesk/

ENROL OR RESERVE A SEAT
Zendesk Foundation Training

WHATSAPP · INDIA
+91 99057 40781

WHATSAPP · USA
+1 (469) 756-6329

EMAIL
contact@DevOpsSchool.com

Next step after this level: Zendesk Essential Training - Design ticket fields, forms and business rules that capture the right information, automate workflows and meet SLAs.