DevOpsSchool

Course curriculum · November 2026

ZENDESK · TRAINING PROGRAM

Zendesk Training

A practical, hands-on Zendesk Training curriculum: 35 topics over 2 days. Learn live online in a small batch, as a private corporate batch, or self-paced with one year of LMS access.

LIVE ONLINE **Max 8-10 hours**	CORPORATE **Private team batch, on demand**	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**

INSIDE THIS CURRICULUM

Who should attend	Objectives, audience, prerequisites
Agenda	35 topics over 2 days
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-training.html
Talk to us: WhatsApp +91 99057 40781 · +1 (469) 756-6329 · contact@DevOpsSchool.com · reply within 1 hour

COURSE FIT

Who this program is for

Use this page to decide whether Zendesk Training matches your role and experience.

1

Objectives

Understand the core concepts and usage model, apply practical workflows through examples and guided tasks, and prepare for implementation, certification or team adoption.

2

Who should attend

Developers, DevOps engineers, administrators, SREs, security engineers, platform teams, release teams, technical leads and corporate teams working with this topic.

3

Before you start

Basic computer literacy and awareness of software, operations, cloud, DevOps or security workflows is helpful. Deep programming experience is not needed unless the topic requires it.

AGENDA AT A GLANCE · 35 TOPICS OVER 2 DAYS

Day 1

27 topics · Zendesk Support Essentials

Day 2

8 topics · Self-service: Create and Customize your Help Center

AGENDA · 35 TOPICS OVER 2 DAYS

Zendesk Training agenda

Days are for corporate (day-wise) delivery; live online batches cover the agenda in max 8-10 hours.

DAY 1

27 topics

1. Zendesk Support Essentials

By the end of this course, you'll be able to

2. Define the Zendesk Big Picture
3. Navigate the Agent Dashboard
4. Locate Content Using Search
5. Create a Ticket
6. Describe a Ticket
7. Respond to and Resolve a Ticket
8. Organize Tickets Using Views
9. Update Tickets Efficiently with Macros
10. Manage Ticket Queues
11. Work with Suspended Tickets
12. Organize Users
13. Utilize Apps and Shortcuts
14. Ticket Workflows

You learn to do the following

15. Select Ticket Settings
16. Add Custom Ticket Fields
17. Define Ticket Forms
18. Add Context with Tags
19. Create Custom Field Placeholders
20. Define Ticket Schedules
21. Describe Business Rules
22. Customize Triggers
23. Customize Automations
24. Monitor Service Level Agreements
25. Manage Business Rules
26. Intro to Reporting
27. Create Dynamic Content/Select Languages to Support

DAY 2

8 topics

28. Self-service: Create and Customize your Help Center

By the end of the class, you'll be able to

29. Create Your Help Center
30. Turn on the Copenhagen Theme

31. Brand and Customize your Help Center
32. Create Multiple Help Centers for your Different Brands
33. Set up and Configure your Web Widget
34. Set Levels of Access to your Help Center
35. Assess the Activity of your Help Center with Pre-built Dashboards

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	This program plus 20+ more courses and 50+ tools, at your own pace.	**INR 833/month** billed yearly at INR 9,996
Corporate	Planned with your team	A private batch for your team, on demand, with examples mapped to your platforms.	**Quote on request**

ASSESSMENT AND CERTIFICATE

Your progress is checked through hands-on tasks and assignments. 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 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 courses: www.devopsschool.com/courses/

ENROL OR RESERVE A SEAT
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