



# SkillSoft e-Learning Recommended Learning List

## Customer Service

### Sample SkillSoft Courseware

#### Business Impact Series (5 to 10 minutes)

These analyze frequently encountered business problems and deliver practical solutions. Each Business Impact focuses on a key scenario, uses innovative video and animation techniques to dramatize its core elements, and recommends a specific course of action.

In SkillSoft, click on 'Catalog' and look for 'Business Exploration Series,' then 'Business Impact Series.'

#### Challenge Series (15 to 20 minutes)

These briefly immerse learners in a business situation and get you back to the job with tools to apply the concepts. The interactive case studies focus on analysis, problem solving, and decision making within first-person role-play targeted at a specific business scenario.

In SkillSoft, click on 'Catalog' and look for 'Business Exploration Series,' then 'Challenge Series.'

### Course Name

### Course Number

#### Modules

Customer Satisfaction: Analysis and Implementation

[cust0133](#)

Instilling Service Excellence: the EXCEL Acronym

[cust0107](#)

Managing Challenges in Customer Service

[cust0153](#)

Customers, Conflict and Confrontation

[cust0105](#)

Excellence in Internal Customer Service

[cust0141](#)

Serving Your Internal Customers

[cust0124](#)

Sustaining Excellent Customer Service

[cust0126](#)

Fundamentals of Exceptional Customer Service

[cust0102](#)

The Customer Service Agent in Action

[cust0151](#)

Identifying Your Customers' Expectations

[cust0171](#)

#### Simulations

Customer Service Agent Skills Simulation

[cust0150](#)

Customer Service Simulation

[cust010s](#)

Excel at Customer Service Simulation

[cust005a](#)

Managing a Customer-Focused Department

[cust0170](#)

For SkillSoft login information and a Quick Start Guide go to:

[www.umbc.edu/skillsoft](http://www.umbc.edu/skillsoft)

New content is continuously being added. For a current list of courses available, look under 'Course List by Subject.' New releases are at the end of the lists.



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410-455-6262 | hrtraining@umbc.edu