Client Management in IT Environment

#	CLIENT MANAGEMENT IN IT ENVIRONMENT	Date	Hour	Place
	ENTRY EXAM	11.03.2020	14:30	Building D, room 2.05
1	Service Desk overview and role presentation & Cyber Security	25.03.3030	14:30 - 18:00	Building D, room 2.05
2	Call handling and difficult client	01.04.2020	14:30 - 18:00	Building D, room 2.05
3	Quality + evaluation & Test calls - workshop	22.04.2020	14:30 - 18:00	Building A, room 218
4	Language issues + Business email + chat netiquette	29.04.2020	14:30 - 18:00	Building D, room 2.05
5	Problem determination and troubleshooting	20.05.2020	14:30 - 18:00	Building D, room 2.05
6	Ticket handling & Networking - VPN, Intranet + browsers	27.05.2020	14:30 - 18:00	Building D, room 2.05
7	Practical workshop – case handling with ticket creation	03.06.2020	14:30 - 18:00	Building D, room 2.05
8	Project presentations + FINAL EXAM	10.06.2020	14:30 - 18:00	Building D, room 2.05

Course will be held at: **Uniwersity of Wrocław**, Law, Administration and Economics Faculty, Uniwersytecka Street 7/10