Training: CompTIA
CompTIA AI Customer Support Essentials

TRAINING GOALS:

Artificial intelligence is transforming customer support, moving beyond basic automation to draft personalized responses, diagnose complex issues, and turn scattered ticket data into actionable insights in real time. Support professionals who understand how to guide these tools can resolve cases faster, communicate with greater empathy and consistency, and build reusable resources that strengthen the entire team. Mastering AI-assisted workflows lets you shift repetitive drafting and documentation to AI and focus your energy on judgment, relationship building, and service improvement. With the right skills, you can boost efficiency, elevate customer satisfaction, and deliver more consistent, high-quality support at scale.

In this course, you will do the following:

- Interact with AI chatbots effectively and efficiently.
- Use AI tools responsibly.
- Draft and refine customer responses with AI.
- Handle difficult customer situations with AI support.
- Summarize and document customer interactions with AI.
- Use AI for troubleshooting and issue resolution.
- Create and improve support content with AI.
- Work effectively alongside AI agents in a customer support environment.
- Analyze customer tickets, feedback and support trends with AI.
- Use AI to support personal development and onboarding.

Jobs You Can Land With CompTIA AI Customer Support Essentials

- AI Customer Support Specialist
- AI Chatbot / Conversation Designer
- Customer Support AI Operations Specialist
- Customer Support Tier 2 / Tier 3 Agent
- Help Desk / Service Desk Analyst
- Customer Experience (CX) Specialist

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- Customer Support Team Leader / Supervisor
- Knowledge Base Manager
- Customer Service Operations Manager

This training is designed for customer support professionals and IT help desk leaders who want to use AI tools more effectively, efficiently, and responsibly across their core workflows to elevate the customer experience.

CONSPECT:

- AI Foundations for Customer Support
  - Course Introduction
    - Course Introduction
    - How to Use This Course
  - Prompt Fundamentals
    - Introduction to Generative AI
    - Elements of an Effective Prompt
    - Introduction to Contextual Files
  - Using AI Responsibly and Securely
    - The Risks of Using AI
    - The Importance of Verifying AI Outputs
    - Types of Errors in AI Outputs
- Drafting and Managing Customer Communication with AI
  - Drafting and Refining Customer Responses with AI
    - Draft, Refine, and Perfect Customer Responses
    - Prompt Pack: Tone, Personalization, and Channel Adaptation
    - From Prompt to Polished Response
  - Standardizing Response Quality with Persistent Context
    - Configure AI to Know Your Brand
    - Prompt Pack: Building Custom Instructions
    - Setting Up Custom Instructions for Consistent Output
  - Handling Difficult Customer Situations with AI
    - Navigate High-Stakes Customer Conversations
    - Prompt Pack: De-escalation and Difficult Conversations
    - Declining Requests While Preserving the Relationship

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- Resolving Customer Issues and Maintaining Continuity with AI
  - Understanding Customer Context with AI Summaries
    - Get Up to Speed on Customer Context Quickly
    - Prompt Pack: Summarizing Customer History
    - Summarizing a Complex Email Thread
  - Troubleshooting and Resolving Customer Issues with AI
    - Diagnose, Solve, and Explain with AI
    - Prompt Pack: Diagnosing Issues and Explaining Solutions
    - Helping a Customer Resolve a Technical Problem
  - Documenting and Handing Off Cases with AI
    - Document and Hand Off with Ease
    - Prompt Pack: Case Notes and Handoff Summaries
    - Creating an Escalation Summary
- Scaling and Optimizing Support Operations with AI
  - Using AI to Understand Your Support Data
    - What Your Tickets and Customer Feedback Are Telling You
    - Prompt Pack: Understanding Your Support Data
    - Analyzing CSAT Comments
    - Triaging a Ticket Queue
  - Building Reusable Support Resources with AI
    - Build a Library of Reusable Support Assets
    - Prompt Pack: Building Reusable Support Content
    - Creating a Knowledge Base Article from Common Tickets
    - Building a Troubleshooting Script from Ticket Patterns
- Partnering with AI Agents and Growing Your Skills
  - Working Alongside AI Agents
    - Partner with AI Agents on the Frontline
    - AI Agent Capabilities and Failure Modes
    - Monitoring AI Conversations
  - Managing AI Agent Handoffs and Human Oversight
    - Take Over from AI Seamlessly
    - Working with AI Handoff Summaries
    - Taking Over a Conversation
  - Using AI for Onboarding and Professional Development
    - Accelerate Your Growth with AI as Your Guide
    - Prompt Pack: Learning, Practicing, and Getting Feedback

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- Using AI to Learn and Improve as a Support Agent

REQUIREMENTS:

This course is designed for you if you are a customer support representative or team lead with one or more years of experience who has started experimenting with AI tools and wants a more structured framework for using them consistently and safely.

Difficulty level

CERTIFICATE:

The participants will obtain certificates signed by CompTIA (course completion).

This course is designed to help you prepare for the CompTIA AI Customer Support Essentials CompCert assessment, and after successfully passing the assessment at the end of the course, you will earn a Competency Certificate.

TRAINER:

Authorized CompTIA Trainer.

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