



# TRAINING DAYS 2019

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## Zendesk Guide, I and II

09:00-9:15	Introduction
09:15-10:00	Get to Know Guide
10:00-10:20	Set Up Guide (part I)
10:20-10:30	BREAK
10:30-11:30	Set Up Guide (part II)
11:30-11:50	Assess the Utility of Your Help Center
11:50-12:35	LUNCH
12:35-12:45	Review Exercise, I
12:45-13:05	Bringing it All Together: A Collaborative Activity, I
13:05-13:35	Customize Your Help Center Theme
13:30-13:50	Create Multiple Help Centers for Your Different Brands
13:50-14:20	Set Up Additional Ticket Deflection Strategies (part I)
14:20-14:30	BREAK
14:30-15:50	Set Up Additional Ticket Deflection Strategies (part II) Leverage Guide (Help Center) to address issues before they become tickets
15:50-16:15	Leverage Your Team to Build Your Knowledge Base
16:15-16:25	Review Exercise, II
16:25-16:45	Bringing it All Together: A Collaborative Activity, II

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*Subject to change*

Questions? Contact us at [WWTraining@zendesk.com](mailto:WWTraining@zendesk.com)