

Certified Generative AI For Service Desk professionals

Global Certification Program

- ✓ Globally lifetime Valid Certification
- ✓ Access to exclusive resources, boot camps, and summits
- ✓ AI based Roleplay & Simulations
- ✓ Two Exam Attempts



An Overview

what you can expect from this program

Generative AI for Service Desk Professionals is a forward-thinking certification designed to equip service desk teams with the skills to leverage AI in their daily operations. This program focuses on how Generative AI can streamline tasks like ticket management, customer interaction, and issue resolution. B

y mastering these AI tools, service desk professionals can improve response times, reduce workload, and enhance customer satisfaction. The course also covers the ethical considerations of AI use, ensuring that service desk operations remain transparent and trustworthy.

Whether you're looking to optimise your service desk or stay competitive in a tech-driven world, this certification provides the knowledge and skills to succeed.

	Type	Online self-paced learning, Mocks
	Language	English (including subtitles)
	Access	12 months
	AI based Role play	Prepare yourself for career with AI based roleplay
	Digital certificate upon completion (2 Attempts)	
	Card Payment, Bank Transfer	
	Reading materials & Reference Templates	
	100% money back guarantee*	

GSDC Introduction

Welcome to the Global Skill Development Council (GSDC)!

As an independent, vendor-agnostic certification organization, we empower professionals worldwide.

Leading MNC organizations and global universities recognize our certifications. With a diverse portfolio of over 100+ programs, including L&D, HR, SRE, DevOps, Agile, Six Sigma, and Cyber Security, we've certified over 50,000 professionals.

Partnered with 50+ global training organizations, GSDC is your gateway to unlocking endless opportunities.

Join us today and let your skills soar to new heights!



Introduction

Certified Generative AI For Service Desk professionals



Generative AI tech transforms service desks. The Certified Generative AI For Service Desk Professional proves your skills. You'll learn to streamline operations and boost customer experience.

AI solutions are rapidly reshaping businesses. This Generative AI For Service Desk Professional Certification tests your training to harness generative AI power. You'll resolve tickets efficiently, proactively find issues, and provide personalized support.

Cutting-edge generative AI tools equip you for superior service delivery. Operational excellence is achievable with this certification. It validates your expertise with industry-recognized credibility.

This Generative AI For Service Desk Professional certificate not only validates an individual's knowledge but also highlights their commitment to staying ahead of technological advancements, positioning them as valuable assets in the ever-evolving service desk industry.

Learning Objective

- Understand the fundamentals of generative AI, including key models like GPT and BERT
- Explore the application of generative AI in customer service environments.
- Develop skills to implement and manage AI tools in a service desk setting.
- Analyze ethical considerations and data privacy issues.
- Utilize generative AI for efficient ticket resolution.
- Leverage AI for proactive issue identification and prevention.
- Enhance customer experience through personalized, AI-powered support.
- Automate repetitive tasks, streamline service desk operations.
- Ensure data privacy and ethical AI implementation.

OBJECTIVES OF GENERATIVE AI FOR SERVICE DESK PROFESSIONALS CERTIFICATION

Curriculum

1. Introduction to Generative AI:

- Overview of AI and machine learning
- Introduction to generative models
- Current trends and technologies

2. Generative AI in Customer Service:

Chatbots and virtual assistants

- Use cases in ticketing systems
- Enhancing customer interactions with AI

3. Implementing Generative AI Tools:

- Integration with existing ITSM tools (e.g., ServiceNow, Zendesk)
- Training AI models on specific service desk data
- Monitoring and maintaining AI performance

4. Communication and Language Skills:

- Crafting responses using AI
- Ensuring clarity and empathy in AI-generated communication
- Language models and tone adjustment

5. Ethics and Compliance:

- Data security and privacy laws
- Ethical considerations in AI applications
- Bias and fairness in AI outputs

6. Using Gen AI tool as a Product Manager :

- Learn to create AI Enhanced Power Point Presentations, Images, Chart analysis for all business purpose- From Basics to Mastery
- Learn to leverage AI for automated data insights, simplifying the journey from data collection to impactful business strategies
- Learn to harness the power of AI for document summarization, distilling vast information into concise summaries effortlessly.
- Learn to build AI-powered personalized recommendation systems with your data on PDF/Word documents using AI assistants
- Content Generation (Audio, Video, Images) with Prompt Engineering.

7. Use Cases with Generative AI Tools & Hands-on Demos .

- Learn to create AI Enhanced PowerPoint Presentations, Images, Chart analysis for all business purposes- From Basics to Mastery
- Learn to leverage AI for automated data insights, simplifying the journey from data collection to impactful business strategies
- Learn to harness the power of AI for document summarization, distilling vast information into concise summaries effortlessly.
- Learn to build AI-powered personalized recommendation systems with your data on PDF/Word documents using AI assistants
- Content Generation (Audio, Video, Images) with Prompt Engineering.

Unleash Unlimited Potential

All GSDC certifications come with a lifetime membership, offering you a world of benefits to fuel your professional growth.



Expert Created Learning Material

Learn from knowledge shared by Top Industry Experts with 15+ yrs of experience.



Access to Global Conferences

Be a part of GSDC thriving learning community around the world, sharing knowledge from across the world.



Speaker invites @ GSDC Webinar Series

Share your knowledge with world at GSDC global webinar series, share your expertise and learn from others.



Downloadable Resources

Get access to templates and reference documents which will help you to do your day to day tasks easier.



Certificate Upgrades

Get complimentary certificate upgrades to keep up with the latest updates in processes and frameworks.



Newsletters, blogs with industry insights

Get newsletters, announcements and articles curated by experts direct to your inbox.



AI Based Role Play

Learn to implement applicability of knowledge with real life simulation based games.

What You Get In this Certification Program?

- Engaging digital learning videos
- Exclusive access to Global L&D thought leader sessions & case studies
- Downloadable and implementable resources to support practical application
- Two mock exams with unlimited attempts for comprehensive preparation
- Certification exam voucher with 1-year validity
- Two attempts for certification exam

What our Candidates Saying?

We greatly appreciate the feedback from our program participants on Trustpilot. With an impressive average rating of 4.7 out of 5, their reviews highlight the positive experiences and value they have gained from our program.



Global Skill Development Council - GSDC

Reviews 178 • Excellent

★★★★★ 4.7 ⓘ

✓ VERIFIED COMPANY



2 reviews IN

★★★★★ Jul 18, 2023

I had a experience with GSDC with their...

I had a experience with GSDC with their SRE course and it was very good. The speakers were very knowledgeable and kept it very interactive. Thanks the GSDC team for this!

Date of experience: April 13, 2023

Useful Share



1 review NG

★★★★★ Jul 11, 2023

The learning portal was so seamless

The learning portal was so seamless, and user friendly. The course are so detailed, easy to understand, great lecturers. Safe to say the best learning platform I've used so far. I would recommend learning from GSDC to anyone. You sure will get a value for your money.

Date of experience: July 08, 2023

Useful Share



1 review IN

★★★★★ Sep 25, 2023

GSDC has been doing a great job in making learners gain knowledge!

GSDC has been doing a great job in making the learners find right opportunities to gain knowledge for business! These two days were filled with knowledge and insights!

Date of experience: September 25, 2023

Useful Share



1 review AE

★★★★★ Aug 15, 2023

Certified Learning & Development Professional CLDP

I took the certification course "Certified Learning & Development Professional CLDP" approved by the GSDC - Global Skill Development Council. So grateful to the professional team at the GSDC for this enlightening opportunity; namely, Ruguzeno, for her dedication, responsiveness, and constant support throughout this learning journey. And very special thanks to the amazing trainer and coach Deepak Sharma for the great weekly live sessions which I believe are the highlight of this certification programme. His knowledge, expertise, and outstanding skills have made the course very insightful, engaging, and enjoyable!

Date of experience: July 21, 2023



Expert-Led Generative AI: Learn, Connect, Grow



Expert-Led Sessions:

Engage in weekly 2-hour live sessions with industry expert, gaining cutting-edge insights and practical knowledge in Generative AI



Interactive Learning Experience:

Ask questions, discuss case studies, and receive implementation guidelines directly from expert, enhancing your understanding of complex AI topics



Lifelong Learning Journey:

Enjoy lifetime access to these sessions, ensuring you stay updated with the latest trends and continuously grow your AI expertise



Career-Boosting Network:

Connect with fellow professionals in the field, creating valuable relationships that can propel your career in the world of Generative AI

AI-Based Interview Practice Platform



- Engage With Real Time AI Interview Questions.
- Practice Questions Tailored with Your Expertise.
- Validate your Knowledge of subject Matter.

Capstone Project



- Apply Your Skills in Real World Scenario.
- Learn Methodologies Aligned to Your Expertise.
- Validate Skills and Knowledge Gained through the Certification.
- Showcase Expertise via a Capstone Project.

Enrollment-Options

Option-1

**Certified Generative AI For
Service Desk Professional with
E-learning**
**Fast-track your career by learning a new
skill and earning a certificate**

- ✓ Access expert videos and weekend 2-hour live sessions every Saturday with lifetime access
- ✓ 1 Certification Program
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ E-Learning Library Access
- ✓ Downloadable Resources-Book of Knowledge, Templates
- ✓ GSDC Membership

ENROLL NOW

Option-2

Bundle

**Create your own bundle with
3 certification program**

- ✓ 3 Certification Program
- ✓ Access expert videos and weekend 2-hour live sessions every Saturday with lifetime access
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ E-Learning Library Access
- ✓ Downloadable Resources-Book of Knowledge, Templates
- ✓ GSDC Membership

ENROLL NOW

Option-1 Certified Generative AI For Service Desk Professional with E-learning

Certified Generative AI For Service Desk Professional with Digital Learning

Fast-track your career by learning a new skill and earning a certificate

- ✓ E-Learning from Industry Experts
- ✓ 1 Certification Program
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ Downloadable Resources



ENROLL NOW

Option-2

Make Your Own Certified Generative AI For Service Desk Professional Bundle

**Enrich your skills and advance your career with our exclusive bundle.
Get certified in the following:**

- Certified Generative AI For Service Desk professionals
- Certified Generative AI For Leaders
- Certification In Generative AI In Marketing
- Certification In Generative AI In Retail
- Certification In Generative AI In Business

Expand your expertise, design impactful learning experiences, and master your skills.

BUY ANY

3

CERTIFICATIONS

[Claim Bundle Here !!!](#)

Unlock Workforce Potential Through Skill Validation!

Enroll now with the code **UPSKILL10** To avail 10% discount.

Register Now

100% Money Back Guarantee!

At GSDC, quality is our top priority. Our certification programs are designed to foster professional growth and ensure learning satisfaction. If you do not pass the certification exam after two attempts, we offer a 100% money-back guarantee.

- No Questions Asked*
- 100% Amount Refund*
- No Processing Fees*



Thank You



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