

# Certified in Generative AI For Service Desk Professionals

## Global Certification Program

- ✓ Globally lifetime Valid Certification
- ✓ Lifetime Valid Certification
- ✓ AI based Roleplay & Simulations
- ✓ Two Exam Attempts



# An Overview

## what you can expect from this program

The Certified in Generative AI for Service Desk Professionals credential equips IT support staff with AI-driven problem-solving skills. It covers AI-powered ticket resolution, chatbot integration, workflow automation, and ethical AI usage. This certification enhances efficiency, reduces response times, and prepares professionals for AI-augmented IT support roles, ensuring seamless service desk operations in modern enterprises.

	<b>Type</b>	Online self-paced learning, Mocks
	<b>Language</b>	English (including subtitles)
	<b>Access</b>	12 months
	<b>AI based Role play</b>	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

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## 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 150+ programs, including L&D, HR, SRE, DevOps, Agile, Six Sigma, and Cyber Security, we've certified over 250,000 professionals.

Partnered with 100+ global training organizations, GSDC is your gateway to unlocking endless opportunities.

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



# Introduction

## Certified in 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

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

## **OBJECTIVES OF GENERATIVE AI FOR SERVICE DESK PROFESSIONALS**

# 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.

# 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 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



**chandrakaran j**  
 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



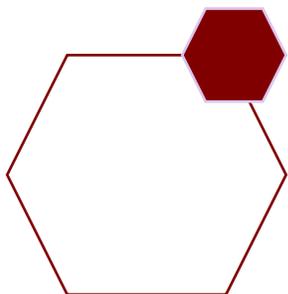
**Tosin Olaniji**  
 1 review NG  
 Jul 11, 2023  
 ★★★★★  
**The learning portal was so seamless**  
 The learning portal was so seamless, and user friendly. The course are so detailed, easy to understand, great lecturers. Safe to say the best learning platform I've used so far. I would recommend learning from GSDC to anyone. You sure will get a value for your money.  
 Date of experience: July 08, 2023



**Amani**  
 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



**Majid**  
 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



## Expert-Led Generative AI: Learn, Connect, Grow



### **Interactive Learning Experience:**

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

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### **Lifelong Learning Journey:**

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

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### **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 in Generative AI For Service Desk Professionals 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 in Generative AI For Service Desk Professionals with E-Learning**

### **Certified In Generative AI For Service Desk Professionals 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



## Option-2

### Make Your Own Certified in Generative AI For Service Desk Professionals Bundle

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

- Certification In Generative AI In Software Development
- Certification In Generative AI In Risk And Compliance
- Certified Generative AI Professional
- Certification In Generative AI In Project Management
- Certification In Generative AI In Cybersecurity

**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



**Follow Us**

