

HELP DESK SOLUTIONS

Boost Your Help Desk Team's Performance.

High ticket volumes, remote support demands, and evolving cybersecurity threats are stretching help desk teams thin. You need practical solutions to reduce backlogs, strengthen troubleshooting skills, and keep your team engaged — all without sacrificing efficiency or service quality.

ACI Learning equips your team with hands-on, real-world training designed to improve team performance and job satisfaction.

With ACI's customizable, role-specific learning paths, your help desk professionals can handle today's toughest IT challenges and be prepared for tomorrow's.



What You Gain with ACI Learning



Real-World Practice

Skill Labs offer secure simulations, so your team can troubleshoot actual IT issues without risk.



Live Expert Support

Live, instructor-led classes provide direct access to expert guidance, improving skill development and knowledge retention.



Customized Learning Paths

Boost your team's credibility with industry-recognized certifications, including CompTIA and ITIL.®



Soft Skills Enhancement

Build essential customer service, communication, and problem-solving skills to improve end-user satisfaction.

Courses That Help Your Team Get Results

Customer Service Skills for Techies

- Improve communication and empathy for smoother interactions with frustrated users.
- Strengthen problem-solving skills to increase first-call resolution rates.

People Skills for IT Professionals

- Improve communication and collaboration with both technical and non-technical stakeholders.
- Strengthen interpersonal skills to enhance teamwork and productivity.

Customer Service Skills for Techies

- Equip your team with tools to manage difficult users with empathy and professionalism.
- Improve first-call resolution rates with better customer interaction techniques.

Beyond Tech

- Help your team build skills in time management, problem-solving, and teamwork to navigate complex support scenarios.
- Ensure readiness for cross-functional collaboration on large projects and escalations.

Security Fundamentals

- Train staff to identify and mitigate common security threats such as phishing and malware.
- Secure your organization's data by developing foundational cybersecurity awareness.

Control Access to Windows Clients

- Ensure secure access control for Windows clients to protect sensitive information.
- Reduce downtime caused by unauthorized access or system misconfigurations.

Expand Learning Opportunities to Drive Success

Our Marketplace gives you access to specialized training beyond IT, helping your team develop skills that drive performance and collaboration.

With Marketplace, you can scale training solutions to meet the evolving needs of your business.

COURSES:

Leadership Development — Help team members move into management roles with ease.

Business Operations — Enhance skills like project management and productivity to support strategic goals.

HR & Compliance Support — Equip leaders with training to ensure effective team management and adherence to company policies.



Take the Next Step in Improving Help Desk Efficiency

ACI Learning is ready to help your team reduce backlogs, improve problem-solving, and stay ahead of evolving IT demands.

[Talk to a Training Specialist](#)