Ticketing and Case Management Basics Training Course

Professional Development Training Course Outline

Category	Customer Service and Customer Experience	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s fast-paced digital era, organizations rely heavily on robust ticketing and case management systems to streamline operations, enhance customer support, and boost overall efficiency. This Ticketing and Case Management Basics Training Course equips participants with essential skills to efficiently manage tickets, handle cases, and resolve issues using industry-standard practices. By leveraging cutting-edge tools, automation, and workflow optimization techniques, learners will gain the confidence to improve response times, enhance customer satisfaction, and drive operational excellence.

Ticketing and Case Management Basics Training Course is designed for professionals seeking to enhance their IT service management (ITSM) capabilities, optimize business processes, and strengthen problem-solving skills. Participants will explore practical workflows, real-world scenarios, and case-based exercises to ensure they can seamlessly implement ticketing and case management solutions in their organizations. By the end of the training, learners will possess actionable insights into issue prioritization, SLA management, reporting, and analytics, preparing them to deliver world-class service experiences.

Programme Curriculum

Ticketing and Case Management Basics Training Course

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Course Duration

5 days

Course Objectives

By the end of this course, participants will be able to:

1. Understand the fundamentals of ticketing systems and case management processes.
2. Navigate and utilize ITSM platforms efficiently.
3. Apply ticket lifecycle management techniques to optimize workflow.
4. Implement incident, problem, and service request handling strategies.
5. Prioritize tickets using SLA and urgency-impact frameworks.
6. Leverage automation tools to reduce manual intervention.
7. Utilize case tracking, escalation, and resolution methods.
8. Generate and interpret performance dashboards and analytical reports.
9. Apply best practices in customer support and case resolution.
10. Integrate knowledge base management for faster problem-solving.
11. Conduct root cause analysis (RCA) for recurring issues.
12. Ensure compliance with ITIL and ITSM standards.
13. Enhance team collaboration and communication in ticketing workflows.

Target Audience

1. IT Support Professionals
2. Customer Service Agents
3. Helpdesk Analysts
4. Service Desk Managers
5. Operations Coordinators
6. Business Process Analysts
7. IT Administrators
8. Technical Support Engineers

Course Modules

Module 1: Introduction to Ticketing Systems

- Overview of ticketing and case management
- Types of tickets
- Ticket lifecycle and workflow concepts
- Benefits of effective ticket management
- **Case Study:** Resolving high-priority customer tickets in a SaaS environment

Module 2: Case Management Fundamentals

- Understanding case types and classification
- Roles and responsibilities in case management
- Workflow design for case resolution
- Tracking and reporting cases
- **Case Study:** Streamlining HR case management in a multinational company

Module 3: Incident Management

- Identifying and logging incidents
- Incident categorization and prioritization
- SLA management and escalation procedures
- Communication protocols with stakeholders
- **Case Study:** Reducing IT downtime using automated incident escalation

Module 4: Problem Management

- Root cause analysis techniques
- Problem prioritization and tracking
- Preventive measures and solutions documentation
- Collaboration with cross-functional teams
- **Case Study:** Solving recurring network outages in a telecom firm

Module 5: Service Request Management

- Handling service requests efficiently
- Automation and self-service portals
- Approvals and fulfillment processes
- Customer satisfaction tracking
- **Case Study:** Implementing a self-service IT portal for employees

Module 6: Knowledge Management & Reporting

- Creating and maintaining knowledge base articles
- Linking tickets to knowledge resources
- Generating analytical reports and dashboards
- KPI tracking for performance optimization
- **Case Study:** Improving resolution time using knowledge-based workflows

Module 7: Automation & Workflow Optimization

- Introduction to workflow automation tools
- Ticket routing and auto-assignment
- Trigger-based actions for efficiency
- Monitoring automated workflows
- **Case Study:** Automating repetitive IT tasks in a financial services company

Module 8: Collaboration & Continuous Improvement

- Team communication and coordination techniques
- Feedback loops for process improvement

- SLA compliance and monitoring
- Integrating continuous improvement strategies
- **Case Study:** Enhancing cross-department collaboration in customer support

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

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