Training: CompTIA
CompTIA AI Help Desk Essentials

TRAINING GOALS:

Artificial intelligence now plays a central role in modern IT support, moving beyond simple chat scripts to deliver clear ticket summaries, diagnose technical issues, and generate solutions in real time. Support professionals who understand how to guide these systems can resolve incidents faster, create accurate documentation, and personalize support for every user. Mastering AI workflows lets you shift routine triage work to AI tools and spend more time on complex troubleshooting, empathy, and service improvements. With the right skills you can boost efficiency, increase user satisfaction, and improve team performance with clear, AI-driven insights.

In this course, you will do the following:

- Interact with AI chatbots effectively and efficiently: Develop prompts that clearly communicate purpose, context, personas and constraints so AI assistants understand the issue. Write concise prompts and use iteration and prompt chaining to refine responses for more accurate, relevant help desk support.
- Use AI tools responsibly for work: Understand why AI tools sometimes produce inaccurate information and apply simple verification checks before acting on their advice. Recognize when information is sensitive or proprietary and align your behavior with your organization’s security and AI usage policies
- Prioritize and route support tickets using AI: Summarize new tickets into clear problem statements and extract key details like impact, urgency and affected systems. Use AI to classify and prioritize issues, route them to the right queue and generate clarifying questions when requests are incomplete.
- Diagnose and resolve incidents with AI support: Analyze symptoms and incident descriptions with AI to surface likely causes and recommended fixes. Turn vendor documentation into practical troubleshooting flows, checklists, and decision trees that guide you toward resolution.
- Communicate, document and close support tickets using AI: Draft and adapt customer-facing responses for tone, clarity and technical depth. Turn internal notes and conversations into concise user updates, detailed ticket notes and consistent closure documentation.
- Create reusable support content with AI: Convert solved tickets and internal notes into well-structured knowledge base articles, call or chat scripts, and self-service guides. Generate step-by-step instructions for common tasks like password resets, MFA enrollment, and account unlocks.
- Analyze logs, errors, and configurations using AI: Use AI to scan logs for key events, error codes, and anomalies, and explain system messages in plain language. Compare multiple error

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reports or configuration snippets to uncover recurring patterns that point to likely root causes.

Jobs You Can Land With CompTIA AI Help Desk Essentials

- Help Desk Technician (1st & 2nd Line)
- Service Desk Analyst
- IT Support Specialist
- Technical Support Engineer
- Service Desk Manager / Team Leader
- Customer Support Coordinator
- Incident Manager

This training is for front-line IT employees who want to use AI to automatically categorize requests, generate technical responses, and automate the resolution of common problems (e.g., password resets or VPN configuration).

CONSPECT:

- Course Kickoff and AI Fundamentals
  - Course Introduction
    - Course Introduction
    - How to Use this Course
    - Activity: Pre-Assessment
  - Prompt Fundamentals
    - Introduction to Generative AI
    - Elements of an Effective Prompt
    - Introduction to Contextual Files
    - Activity: Crafting an Effective Prompt
  - Using AI Responsibly and Securely
    - The Risks of Using AI
    - The Importance of Verifying AI Outputs
    - Types of Errors in AI Outputs
    - Activity: Verifying AI Outputs
- Triage and Diagnose Support Issues with AI
  - Summarizing, Clarifying, and Prioritizing Tickets with AI
    - Summarizing, Clarifying, and Prioritizing Tickets with AI

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        - Sample Prompts and Workflows
        - Activity: Summarizing, Clarifying, and Prioritizing Tickets
        - Simple Demo: Summarizing, Clarifying, and Prioritizing Tickets
        - Advanced Demo: Summarizing, Clarifying, and Prioritizing Tickets
        - Activity: Summarizing, Clarifying, and Prioritizing Tickets with AI
    - Diagnosing Issues Using Symptoms, Logs, and Errors
        - Diagnosing Issues Using Symptoms, Logs, and Errors
        - Sample Prompts and Workflows
        - Simple Demo: Diagnosing Issues Using Symptoms, Logs, and Errors
        - Advanced Demo: Diagnosing Issues Using Symptoms, Logs, and Errors
        - Activity: Diagnosing Issues Using Symptoms, Logs, and Errors
    - Creating Troubleshooting Paths and Safe Next Steps
        - Creating Troubleshooting Paths and Safe Next Steps
        - Sample Prompts and Workflows
        - Simple Demo: Creating Troubleshooting Paths
        - Advanced Demo: Creating Troubleshooting Paths
        - Activity: Creating Troubleshooting Paths and Safe Next Steps
- Communicate and Close Support Tickets with AI
    - Drafting Clear, Policy-Aligned Customer Communication
        - Drafting Clear, Policy-Aligned Customer Communication
        - Sample Prompts and Workflows
        - Draft and Adapt Customer-Facing Responses
        - Activity: Draft and Adapt Customer-Facing Responses
    - Summarizing Interactions into User-Facing Updates
        - Summarizing Interactions into User-Facing Updates
        - Sample Prompts and Workflows
        - Summarize Conversations into User-Facing Updates
        - Activity: Summarize Conversations into User-Facing Updates
    - Documenting Resolutions and Closing Tickets
        - Documenting Resolutions and Closing Tickets
        - Sample Prompts and Workflows
        - Generate Clear Ticket Notes
        - Activity: Documenting Resolutions and Closing Tickets
- Scale Support with Reusable AI-Generated Content
    - Creating Scripts and Account-Support Instructions
        - Creating Scripts and Account-Support Instructions

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- Sample Prompts and Workflows
- Demo: Creating Scripts and Account-Support Instructions
- Activity: Creating Scripts and Account-Support Instructions

- Building Knowledge Base Articles and Quick-Start Guides
  - Building Knowledge Base Articles and Quick-Start Guides
  - Sample Prompts and Workflows
  - Simple Demo: Building Simple Knowledge Base Articles
  - Building Advanced Knowledge Base Articles
  - Activity: Building Knowledge Base Articles

REQUIREMENTS:

Ideal for anyone in a help desk or tech support role - especially learners who have completed CompTIA Tech+ or A+ certifications. No prior AI experience required.

Difficulty level



CERTIFICATE:

The participants will obtain certificates signed by CompTIA (course completion). This course is designed to help you prepare for the CompTIA AI Help Desk Essentials CompCert assessment, and after successfully passing the assessment at the end of the course, you will earn a Competency Certificate.

TRAINER:

Authorized CompTIA Trainer.

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