Deskpro Agent Certification Course

Lara Proud - 2023-02-07 - Comments (0) - Agent Certification

Welcome to Deskpro's Agent Certification Course
You're now on your way to becoming a fully qualified Deskpro Agent!

We created the Deskpro Agent Certification exam to test your knowledge of using Deskpro as an Agent. The exam consists of 75 multiple-choice questions that cover the Agent interface's features.

The exam will last 60 minutes, and you will be required to get 80% or above to pass (60/75 or higher) to receive a Deskpro Agent Certificate that will be valid for two years. You can see an example of the digital certificate here.

We have created study materials to help you ace the exam, including a past paper, video tours, and our guides.

If you have any questions about the course or exam, contact **support@deskpro.com**.

Thank you for embarking on this course, and good luck!

Your Study Materials:

- 75-question Past Paper and mark scheme: A full-length replica of the exam, which includes questions similar to the ones you will face in the actual exam. *These questions will not be included in the exam but will give you an idea of the types of questions you will see. You will only be able to access the past paper once you sign up to the certification course.*
- You can take our Mock Exam: This 25-question mock gives you a chance to experience the exam conditions in our Proctoring Software before taking the exam.
- Access to our Agent Guide: This guide contains all the information you need to know about being a Deskpro Agent - **(We strongly recommend reading the Agent Guide, it contains detailed information which will be integral to passing the exam)**
- Access to our Brand New Videos: You can watch our video tours of Deskpro and get to know the interface.
- Pre-exam Q&A with a Deskpro Expert.

Note

Top Tips for Passing your Agent Certification Exam!

1. Make sure you've watched the Product Tour Videos
2. Read the Agent Guide. *Hint* - All of the areas in the guide could be in the exam!
3. Make sure you come to your Q&A session with lots of questions
4. Take the Mock Exam - so you feel comfortable with the Proctoring Tool
5. Don't stress! If you've followed all our tips, you'll do great.