edstellar®



2026 EDITION

Customer Experience & Service *Training* Programs

Equipping teams to design, deliver and recover great customer experiences

INSTRUCTOR-LED · ENTERPRISE READY · CUSTOMIZABLE · GLOBAL DELIVERY

11	7	5,000+
COURSES	CATEGORIES	EXPERT TRAINERS

01 — ABOUT EDSTELLAR

Building *customer-first* organizations

Edstellar is an enterprise learning partner that helps organizations build future-ready workforces. Our 2,000+ instructor-led programs are delivered onsite or live online by 5,000+ practitioner trainers, and each one is tailored to your goals. This catalog brings together 11 customer experience and service programs that span cx strategy and journey design, customer service, customer success and retention, help desk platforms, and service recovery.

Global leaders including Visa, ABB and Aditya Birla Group trust Edstellar to build capability at enterprise scale. Before any program starts, we look at the real capability gap and the business goal behind it, so every module ties back to outcomes your leaders can measure, not just attendance. The result is training your service teams put to work straight away.

02 — WHO IT'S FOR

Learning paths for *every* role

CX Leaders & Strategists

STRATEGY & JOURNEY DESIGN

Shape customer strategy and design journeys that build loyalty.

START WITH

- → Customer Experience (CX) Strategy & Journey Design
- → Customer Centricity
- → Service Design & Service Recovery

Frontline Service Teams

SERVICE DELIVERY

Handle customers and complaints with confidence across every interaction.

START WITH

- → Customer Service Excellence & Difficult Customers
- → Customer Service Team Leadership
- → Complaint Handling

Customer Success & Retention Managers

SUCCESS & RETENTION

Reduce churn and grow value across the customer lifecycle.

START WITH

- → Customer Success & Retention Management
- → Customer Retention & Churn Reduction

Service Operations & Platform Admins

PLATFORMS & FIELD SERVICE

Run the help desk and field service platforms that power support operations.

START WITH

- → Zendesk Administration & Support Operations
- → Freshdesk
- → Field Service Management (Dynamics 365 & Salesforce)

03 — WHY EDSTELLAR

Why *choose* us

01 **Practitioner trainers**

5,000+ verified CX leaders, service managers and success specialists who run customer operations in real organizations.

02 **Customizable programs**

Curriculum built around your channels, platforms, industry and customer strategy.

03 **Global delivery**

Onsite or live virtual in any time zone, with in-person delivery across 1,000+ locations.

04 **ISO 9001 & ISO 27001 certified**

ISO 9001:2015 for quality and ISO 27001:2022 for information security.

04 — PROCESS

How we *work*

01 **Submit your brief**

Share your training needs, team size and skill gaps.

02 **Custom plan**

Receive a tailored curriculum and trainer recommendations.

03 **Approve & schedule**

Finalize content, dates and delivery mode for your team.

04 **Train & measure**

Expert-led sessions with progress tracking and ROI reporting.

05 — THE CATALOG

Course *categories*

01	Customer Service	2
02	Customer Success & Retention	2
03	CX Strategy & Journey Design	2
04	Help Desk Platforms	2
05	Customer Complaint Handling	1
06	Field Service	1
07	Service Recovery	1

11 courses in total · full list on the pages that follow

06 — FULL COURSE LIST

All 11 *courses*

01 Customer Service — 2

- Customer Service Excellence & Difficult Customers →
- Customer Service Team Leadership →

02 Customer Success & Retention — 2

- Customer Retention & Churn Reduction →
- Customer Success & Retention Management →

03 CX Strategy & Journey Design — 2

- Customer Centricity →
- Customer Experience (CX) Strategy & Journey Design →

04 Help Desk Platforms — 2

- Freshdesk →
- Zendesk Administration & Support Operations →

05 Customer Complaint Handling — 1

- Complaint Handling →

06 Field Service — 1

- Field Service Management (Dynamics 365 & Salesforce) →

07 Service Recovery — 1

- Service Design & Service Recovery →

07 — CLIENT VOICES

Trusted by *enterprises*

> *Mapping the customer journey end to end changed how every team thinks. Our complaint handling and service recovery scores climbed, and retention followed because customers finally felt heard.*

CHIEF CUSTOMER OFFICER · GLOBAL TELECOMMUNICATIONS PROVIDER

> *The customer success and retention modules gave our teams a repeatable playbook. Churn dropped in two quarters, and our help desk platform rollout was far smoother for it.*

VP OF CUSTOMER EXPERIENCE · LEADING SOFTWARE COMPANY

> *Our field service and frontline staff learned to turn difficult moments into loyalty. Service recovery is now a strength, not a liability.*

DIRECTOR OF SERVICE OPERATIONS · MULTINATIONAL RETAIL GROUP

TRUSTED BY **Visa** **ABB** **Aditya Birla Group** & OTHER FORTUNE 500 ORGANIZATIONS

Let's *connect*

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Schedule a consultation →

SCAN TO CONTACT US