Customer Service Orientation Course Track

Use this course track to focus on learning modules that give a broad exposure for customer service representatives (CSRs).

#	Course	Module	Time
1	Intro to Production Printing	Brief History of Printing	14:07:00
2	Intro to Production Printing	What is Production Printing?	14:27:00
3	Intro to Production Printing	Analog vs. Digital Printing	15:23:00
	Choose the most appropriate printing technologies based on your operations		
4	Intro to Production Printing	Print 101: Electrophotography	16:43:00
5	Intro to Production Printing	Print 101: Offset Lithography	13:35:00
6	Intro to Production Printing	Print 101: Inkjet	21:59:00
7	Intro to Production Printing	Print 101: Gravure	11:19:00
8	Intro to Production Printing	Print 101: Flexography	12:03:00
9	Intro to Production Printing	Print 101: Screen Printing	10:24:00
10	Intro to Production Printing	Industry Speak: Acronyms & Jargon	21:54:00
	Choose the most appropriate type of printer based on your operations		
11	Inside the Print Shop	Commercial Printers	10:38:00
12	Inside the Print Shop	In-plant Printers	16:00:00
13	Inside the Print Shop	Direct Mail Printers	14:25:00
14	Inside the Print Shop	Transactional Printers	18:45:00
15	Inside the Print Shop	Publication Printers	19:35:00
16	Inside the Print Shop	Packaging Converters	21:20:00
17	Inside the Print Shop	Sign Printer	18:29:00
18	Operations of a PSP	Commercial Printers	14:12:00
19	Operations of a PSP	Sign Shops	17:42:00
20	Operations of a PSP	In-plant Printers	17:26:00
21	Operations of a PSP	Direct Mail Printers	21:42:00
22	Operations of a PSP	Transactional Printers	27:20:00
23	Operations of a PSP	Publication Printers	18:22:00
24	Operations of a PSP	Packaging Converters	21:53:00
36	Print Workflow and Processes	Preflighting 101	5:54:00
37	Print Workflow and Processes	Imposition 101	12:59:00
39	Print Workflow and Processes	Primer: Key Workflow Processes	30:08:00
40	Print Workflow and Processes	Primer: Design Considerations	30:40:00
41	Print Workflow and Processes	Job Onboarding	16:28:00
42	Print Workflow and Processes	Estimating, Quoting, & Ticketing	15:59:00
44	Print Workflow and Processes	File preparation (Prepress)	20:20:00

47	Introduction to Finishing	Folding	14:26:00
48	Introduction to Finishing	The World of Finishing	27:44:00
52	Introduction to Finishing	Binding Methods	15:31:00