



December 2, 2025

Customer Support Certification

Procedures & Communication

This document certifies that **Julia Park** has completed the training "Customer Support Procedures & Communication Certification"

Course summary: This certification course equips internal teams at Macmillan Learning with the skills to manage customer support issues using Millie and the Production Issue Tracker (PIT). Participants learn to document, prioritize, and communicate cases effectively through channels like Slack and Chatter, ensuring consistent service and high support standards.

provided by Macmillan Learning

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You can also find this document on the Internet at the following address: <https://holtzbrinck.360learning.com/redirect/api/certification/7696967426915274>