

HDI Support Center Analyst (HDI-SCA)

Course Summary

Description

This certification verifies that front-line technical support professionals possess the knowledge and skills required to provide quality service and support. It ensures they understand service management processes and best practices, while providing a competitive edge for career advancement.

Objectives

At the end of this course, students will be able to:

- Process incident management, from detection and recording to closure
- Use critical thinking skills to resolve incidents quickly and consistently
- Understand the importance of total contact ownership
- Have an awareness of the core help desk processes and best practices used in service and support centers
- Use valuable active listening skills and effective communication strategies
- Use proven techniques for improving customer interactions
- Understand effective support center strategies for managing difficult customers

Topics

- Evolution of the Support Center
- Strategic Framework
- Service Delivery Methods and Technology
- Support Center Processes and Operations
- Call Handling Procedures
- Communication Skills
- Problem-Solving and Troubleshooting Skills
- Maximizing Effectiveness

Audience

This course is designed for:

- Frontline technical support staff who need to learn the critical steps required to effectively manage and prioritize incidents and reduce escalations, and who need to master the essential customer service skills required to manage difficult customers and improve overall customer satisfaction
- Individuals who are preparing for the HDI Support Center Analyst certification exam

Duration

Two days

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Course Outline

- I. Evolution of the Support Center**
 - A. Evolution of the Support Center
 - B. Role of the Support Analyst
 - C. Support Center's Role in the Business
- II. Strategic Framework**
 - A. Strategic Perspective
 - B. Service Level Agreements
 - C. Standard Operating Procedures
 - D. Business Alignment
- III. Service Delivery Methods and Technology**
 - A. Service Delivery Methods
 - B. Telephony Systems
 - C. Service Management Systems
- IV. Support Center Processes and Operations**
 - A. Best Practices for IT Service Management
 - B. ITIL Service Support
 - C. Security Management
 - D. Knowledge Management
 - E. Quality Assurance
- V. Call Handling Procedures**
 - A. Total Contact Ownership
 - B. Procedures for Call Handling
- VI. Communication Skills**
 - A. Communication Process
 - B. Cultural Sensitivity
 - C. Vocal Elements
 - D. Active Listening
 - E. Incident Documentation
 - F. Writing Skills
- VII. Problem-Solving and Troubleshooting Skills**
 - A. Problem-Solving Skills and Types of Thinking
 - B. Questioning Skills
 - C. Solve Incidents with IMPACT
 - D. Additional Customer Service Skills
 - E. Root Cause Analysis
- VIII. Maximizing Effectiveness**
 - A. Your Customer's Psychological Needs
 - B. Handling Conflict
 - C. Handling Difficult Customer Behaviors
 - D. Stress Management
 - E. The Power of a Service Attitude
 - F. Managing Your Use of Time
 - G. Managing Your Career