

## Quality Troubleshooting Techniques

### About RADAR Solutions Group

RADAR Solutions Group Inc. is a privately-owned Ottawa based company specializing in Customer Service Delivery Consulting and Training within the IT industry.

The company has an excellent reputation for delivering high quality, value added consulting and training services to their clients and providing them with skilled, competent resources. Having many years of experience in customer services, the partners founded RADAR in 1998. In addition to practical field experience with Quality processes, RADAR personnel are ITIL and HDI Instructor certified.

RADAR specializes in Customer Service Delivery Consulting and Training within the IT industry. Since 2001 RADAR has been an HDI Authorized Training Partner delivering certification training in Canada. As of March 2013, RADAR is now an HDI Gold Partner offering all HDI products and services in Canada

Visit our website:  
[www.radarsolutionsgroup.com](http://www.radarsolutionsgroup.com)

### Course Overview

This one-day course will introduce the participant to a structured approach to problem solving. In our daily activity, both at home and at the office, we are constantly faced with problems and the need to solve them quickly and efficiently. Some problems will be easy to resolve, others may require an investigation with the investment of much time and other resources. A structured approach, a process, insures that problems are resolved efficiently and effectively every time. In addition, where multiple levels of problem solvers are involved, the process allows the gathering of information, vital to the next stage in the problem solving process.

Case studies introduced are intended to give the participant practice in applying the troubleshooting process.

### What You Will Learn

On completion of this course, the participants will:

- Be better equipped to ask the right questions, which will lead to a higher problem resolution at first contact.
- Better able to gather information in situations where they are not the subject matter experts.
- Create clear problem descriptions that will assist their service team members whenever calls are escalated or transferred to another team.
- Learn to reduce customer frustration by reducing the number of repeat questions.
- Learn how to methodically test conclusions before offering a solution to the customer
- Learn an approach to troubleshooting in teams

### Who Should Attend

- Support professionals from customer service centers, call centers, and support centers who want to refine their troubleshooting skills and learn best practices that can help improve customer experiences

### Available as:

**Public Classroom:** Interactive one-day course among peers.

**Onsite Training:** A one-day course conducted at your company's site.

### To Register or for Pricing Details:

Visit our website [www.radarsolutionsgroup.com](http://www.radarsolutionsgroup.com) for pricing, scheduled dates and locations, and to register, or call us at **613-271-8075** or email: [info@radarsolutionsgroup.com](mailto:info@radarsolutionsgroup.com)

## Curriculum

### Module 1: Problem Solving

- The Definition of Troubleshooting
- Introduction to Problem Solving
- Recognizing Problems

### Module 2: The Troubleshooting Process

- Conducting the Situation Appraisal
- Using Questioning Techniques
- Developing the Incident Statement
- Structuring the Problem Description
- Processing the Data
- Identifying Possible Causes
- Testing and Verifying Probable Cause
- Resolving the Problem
- Shortcut to Problem Solving

### Module 3: Process-Oriented Teamwork

- The Value Corporate Statements Bring to Teams
- Characteristics of Teams
- Teamwork and Service Incident Flow
- How QTT Process Promotes Teamwork

### Module 4: Conclusion

- When to use the QTT process