

Support Center Analyst

About HDI®

As the world's largest membership association for IT service and support professionals, HDI focuses on industry best practices, develops certification and training programs based on internationally-recognized standards, and provides members with valuable industry resources and events.

About RADAR Solutions Group (RADAR)

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 became an HDI Gold Partner offering all HDI products and services in Canada

"This course had a lot of eye opening material, it was very professionally delivered, will help me in my career and for future advancement. I really enjoyed it."

A. Brosseau,
RCMP

Visit our website:
www.radarsolutionsgroup.com

Course Overview

Help desk professionals and support center analysts provide frontline support and act as the primary contact for customers. It is important that these service desk professionals provide the highest quality customer care with every interaction. HDI Support Center Analyst (HDI-SCA) training focuses on support center strategies for effective customer service, emphasizing problem-solving and trouble-shooting skills, contact handling procedures, incident management, communication skills, and an introduction to ITIL® processes.

Using real world scenarios, role playing exercises, and significant group interaction, this two-day course will develop analysts' skills to manage the relationships between customers and their support team.

What You Will Learn

- The process of incident management, from detection and recording to closure
- Critical thinking skills to resolve incidents quickly and consistently
- The importance of total contact ownership
- An awareness of the core support center processes and best practices used in service and support centers
- Valuable active listening skills and effective communication strategies
- Proven techniques for improving customer interactions
- Effective support center strategies for managing difficult customer behaviors

Who Should Attend

- Frontline technical service and support professionals 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 customer behaviors and improve overall customer satisfaction
- Individuals who are preparing for the HDI Support Center Analyst (HDI-SCA) certification exam

Available as:

Public Classroom: Interactive two-day course among peers.

Virtual Training: Two days of live, instructor-led training delivered over the Internet.

Online Training: 10–12 hours of interactive, self-paced learning.

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

To Register or for Pricing Details:

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

Curriculum

Unit 1: Role of the Support Center Analyst

- Section 1: Support Industry Evolution
- Section 2: The role of the Analyst
- Section 3: The value of the Analyst
- Section 4: The future of service and support

Unit 2: Structural Framework of Service and Support

- Section 1: Understanding the business
- Section 2: Structural components overview
- Section 3: Strategy
- Section 4: Services
- Section 5: Service level management
- Section 6: Standard operating procedures
- Section 7: Business alignment

Unit 3: Service management processes

- Section 1: Best practices for service and support
- Section 2: Incident management
- Section 3: Access management
- Section 4: Security management
- Section 5: Knowledge management

Unit 4: Tools, Technology, and Service Delivery

- Section 1: Systems thinking approach
- Section 2: ITIL Support tools and tech
- Section 3: Support delivery methods
- Section 4: Social media

Unit 5: Understanding Metrics

- Section 1: Systems thinking – Applied to Metrics
- Section 2: Metrics
- Section 3: Dashboards
- Section 4: Quality Assurance

Unit 6: Communication Essentials

- Section 1: Communication essentials
- Section 2: Active listening
- Section 3: Voice components
- Section 4: Effective word choices
- Section 5: Written communication
- Section 6: Effective cross-cultural communication

Unit 7: Troubleshooting and Incident Management

- Section 1: Troubleshooting and problem solving
- Section 2: The incident management process

Unit 8: Customer Management Skills

- Section 1: Challenging customer behaviours
- Section 2: Emotional intelligence
- Section 3: Expressing empathy
- Section 4: Managing customer behaviours

Unit 9: Personal & Professional Development

- Section 1: SWOT assessment
- Section 2: Personal development skills overview
- Section 3: Time management
- Section 4: Stress management
- Section 5: Managing your career