



Support Center Analyst

Official curriculum of HDI.

HDI's official curriculum addresses the needs of support professionals throughout their careers and the various maturity levels of support operations. It presents the business processes and soft skills required to increase productivity, profitability, and improve customer satisfaction.

KCS® is a service mark of the Consortium for Service Innovation.

"HDI provided the best training and material I've seen. It was very relevant to all my interests — and my career."
— Allison Virag, Credit Acceptance

"Thank you, HDI. The subject matter was very appropriate, and I look forward to taking classes with you in the future."
— Sam Stevens,
Best Western International

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.

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

Course Prices



Public Classroom Training: Interactive two-day course among peers.
Member Price: \$1,395 / Price: \$1,495



Virtual Classroom Training: Two days of live, instructor-led training delivered online.
Member Price: \$1,895 / Price: \$1,995



Online Training: 10-12 hours of interactive, self-paced learning..
Member Price: \$645 / Price \$695



Onsite Training: A two-day course conducted at your company's site.
Call 800.248.5667 for pricing.

Certification

The certification exam is included with the purchase of this course. Instructions for scheduling the exam are provided upon course completion.



Register

Call: 800.248.5667 Visit: www.ThinkHDI.com/SCA

Unit 1: *The Evolution of the Support Center*

Section 1: The Evolution of the Support Center
Section 2: The Role of the Support Analyst
Section 3: The Support Center's Role in the Business

Unit 2: *Strategic Framework*

Section 1: Strategic Perspective
Section 2: Service Level Agreements
Section 3: Standard Operating Procedures
Section 4: Business Alignment

Unit 3: *Service Delivery Methods and Technology*

Section 1: Service Delivery Methods
Section 2: Telephony Systems
Section 3: Service Management Systems

Unit 4: *Support Center Processes and Operations*

Section 1: Best Practices for IT Service Management
Section 2: ITIL Service Support
Section 3: Security Management
Section 4: Knowledge Management
Section 5: Quality Assurance

Unit 5: *Contact Handling Procedures*

Section 1: Total Contact Ownership
Section 2: Procedures for Contact Handling

Unit 6: *Communication Skills*

Section 1: Communication Process
Section 2: Cultural Sensitivity
Section 3: Vocal Elements
Section 4: Active Listening
Section 5: Incident Documentation
Section 6: Writing Skills

Unit 7: *Problem-Solving and Troubleshooting Skills*

Section 1: Problem-Solving and Types of Thinking
Section 2: Questioning Skills
Section 3: Solve Incidents
Section 4: Additional Customer Service Skills
Section 5: Root Cause Analysis

Unit 8: *Maximizing Effectiveness*

Section 1: Your Customer's Psychological Needs
Section 2: Handling Conflict
Section 3: Handling Difficult Customer Behaviors
Section 4: Stress Management
Section 5: The Power of a Service Attitude
Section 6: Managing Your Time
Section 7: Managing Your Career