

*"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

All HDI Courses include a free subscription to the HDI Industry Insider

## 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 help desk strategies for effective customer service, emphasizing problem-solving and trouble-shooting skills, call-handling procedures, incident management, communication skills, and an introduction to ITIL<sup>®</sup> 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 help desk 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 customers

## Who Should Attend

- 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

## 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: \$1,395 / Price: \$1,495



**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.



Support Center  
Analyst

## Register

Call: 800.248.5667 Visit: [www.ThinkHDI.com/SCA](http://www.ThinkHDI.com/SCA)

# Course Outline

## HDI Support Center Analyst

### *Unit 1: The Evolution of the Support Center*

- ▶ The Evolution of the Support Center
- ▶ The Role of the Support Analyst
- ▶ The Support Center's Role in the Business

### *Unit 2: Strategic Framework*

- ▶ Strategic Perspective
- ▶ Service Level Agreements
- ▶ Standard Operating Procedures
- ▶ Business Alignment

### *Unit 3: Service Delivery Methods and Technology*

- ▶ Service Delivery Methods
- ▶ Telephony Systems
- ▶ Service Management Systems

### *Unit 4: Support Center Processes and Operations*

- ▶ Best Practices for IT Service Management
- ▶ ITIL Service Support
- ▶ Security Management
- ▶ Knowledge Management
- ▶ Quality Assurance

### *Unit 5: Call Handling Procedures*

- ▶ Total Contact Ownership
- ▶ Procedures for Call Handling

### *Unit 6: Communication Skills*

- ▶ Communication Process
- ▶ Cultural Sensitivity
- ▶ Vocal Elements
- ▶ Active Listening
- ▶ Incident Documentation
- ▶ Writing Skills

### *Unit 7: Problem-Solving and Troubleshooting Skills*

- ▶ Problem-Solving and Types of Thinking
- ▶ Questioning Skills
- ▶ Solve Incidents with IMPACT
- ▶ Additional Customer Service Skills
- ▶ Root Cause Analysis

### *Unit 8: Maximizing Effectiveness*

- ▶ Your Customer's Psychological Needs
- ▶ Handling Conflict
- ▶ Handling Difficult Customer Behaviors
- ▶ Stress Management
- ▶ The Power of a Service Attitude
- ▶ Managing Your Time
- ▶ Managing Your Career

Official curriculum of HDI.

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

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[www.ThinkHDI.com](http://www.ThinkHDI.com)  
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