HDI®

Technical Support Professional

Course Overview

The technical support professional is a role that individuals assume when they assist with providing support services. This certification verifies that a person in this role understands the skills to serve as an escalation point for providing level 2 or level 3 support. They may work directly with customers or with other departments to resolve issues related to the organizations products and/or the IT infrastructure that enables the business.

For all members of the support chain, this certification ensures professionals are equipped to provide superior technical support.

The HDI Technical Support Professional training focuses on customer service and service management best practices, emphasizing responsive incident escalation, the importance of metrics measurement, knowledge management, problem management, improving teamwork, and stress management.

What You Will Learn

▶ Customer service best practices
▶ Communications skills
▶ Service management best practices and terms
▶ Importance of being responsive to incident escalation and the need to log information properly
▶ Purpose and value of quality assurance monitoring
▶ Metrics used to monitor performance of the team, the individual, and how success is determined
▶ Knowledge management best practices
▶ How to improve problem solving and problem management
▶ How to improve teamwork and relationships

Who Should Attend

— Technical support professionals who serve as the escalation point for one or more support centers and desktop support teams
— Individuals who are preparing for the HDI Technical Support Professional certification exam

Course Prices

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

Virtual Classroom Training: *days of live, instructor-led training delivered over the internet.*
Member price: $1,395 / Price $1,495

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.

HDI® CERTIFIED Technical Support Professional

Register

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

Unit 1: *Support Center Overview*

Section 1: The Support Organization's Role in Business
Section 2: Role of the Technical Support Professional
Section 3: Value of the Technical Support Professional

Unit 2: *Strategic Framework*

Section 1: Strategic Perspective
Section 2: The Service Catalog
Section 3: Service Level Management
Section 4: Standard Operating Procedures
Section 5: Business Alignment

Unit 3: *Support Processes and Operations*

Section 1: Best Practices
Section 2: ITIL
Section 3: Service Operation Functions
Section 4: Service Opperation Processes
Section 5: Service Design Processes
Section 6: Service Transition Processes

Unit 4: *Continual Service Improvement Process*

Section 1: Continual Service Improvement
Section 2: Quality Assurance
Section 3: Metrics
Section 4: Performance Reporting

Unit 5: *Support Delivery Methods and Technology*

Section 1: Support Center Infrastructure
Section 2: Supert Delivery Methods
Section 3: Cloud Services
Section 4: Remote Management
Section 5: Service Management Systems

Unit 6: *Communication Skills*

Section 1: Communicating with Stakeholders
Section 2: Communication Barriers
Section 3: Communication Filters
Section 4: Communication Enablers
Section 5: Global Communication
Section 6: Vocal Elements
Section 7: Body Language
Section 8: Active Listening

Unit 7: *Customer Management Skills*

Section 1: Your Customer's Psychological Needs
Section 2: Empathy
Section 3: Emotional Intelligence
Section 4: Handling Conflict
Section 5: Customer Competency Levels

Unit 8: *Problem-Solving and Troubleshooting Skills*

Section 1: Problem-Solving Approach
Section 2: Questioning Skills
Section 3: Handling Escalations
Section 4: Investigation and Diagnosis
Section 5: Root Cause Analysis
Section 6: Effective Documentation

Unit 9: *Teamwork, Time Management and Stress Management*

Section 1: Teamwork
Section 2: Time Management Skills
Section 3: Stress Management Skills