

# Call Management Best Practice Training



## Course Overview

**Understand the skills necessary to create exceptional customer experience on every contact.**

Support center analysts provide front-line support and act as the primary contact for customers. It is important that these professionals provide the highest quality customer care with every interaction.

This training covers the topics necessary for front-line support staff to understand their role in the business, their responsibilities and how to implement customer management and call management best practices to ensure exceptional customer service.

The content of this course is based on the competencies documented in the HDI (Help Desk Institute) Support Center Analyst Standard (identified and approved by the HDI International Certification Standards Committee (ICSC)), the ITIL® IT Service Management Best Practice framework and other industry best practices.

This is designed as a one day course. However, the outline below can be adapted to run in a 1/2 day format.

## Audience

Anyone working in or looking to work in a contact centre, service centre, helpdesk or support centre. Perfect for new recruits or as a refresher for experienced staff.

## Course Outline

### Unit 1: The Service/Support/Contact Centre

- Evolution
- What's in a Name?
- Role of the Centre
- Role of the Analyst
- Governance
- Service Level Agreement
- KPIs and Metrics

### Unit 2: Incident Management/Request Fulfilment Processes

- What is a process?
- Incidents and Service Requests
- Process Activities

### Unit 3: Customer Management

- Total Contact Ownership (TCO)

### Unit 4: Call Management

- Preparing for the Call
- Greeting the Customer
- Using the Customer's Name
- Questioning
- Active Listening
- Placing a Customer on Hold
- Use Silent Time Efficiently
- Transferring a Call
- First Contact Resolution and Escalation
- Assigning Priority Levels
- Keeping the Customer Informed
- Handling Requests for Non-Supported Items
- Handling Difficult Customer Situations
- Documentation
- Call Closure

### Unit 5: Stress Management

## Further Details

For all other information, such as course price, dates, times, certification, learning methods & how to register contact HDAA on **T:** 1300 130 447 or **W:** [www.hdaa.com.au](http://www.hdaa.com.au)

## About HDAA

Founded in 1999, HDAA is an independent association specialising in the Service and Support Industry.

HDAA has achieved a strong reputation for providing independent, authoritative information and advice within this industry and supports its member organisations and individual professionals with a range of services to meet their ongoing challenges in this ever-evolving sector.

HDAA is an HDI Gold Partner and also sits on the HDI International Certification Standards Committee (ICSC). We are an Accredited Training Organisation (ATO) for a variety of service and support certifications and PeopleCert accredited for all our IT Service Management (ITSM) programs.

Our membership covers 100's of organisations in Australia and New Zealand and we've had the pleasure of training 1000's of service and support professionals.

## Consulting Services

Based on extensive experience and a detailed knowledge of the service and support industry, HDAA provides a variety of consulting services enabling high quality decision making and bottom line results.

Such services are based on internationally recognised frameworks, best practices and methodologies and include Service Desk Reviews, Knowledge Management Integration - using the Knowledge Centred Service (KCS) methodology, workflow mapping for policy, process and procedure documentation and generalist HR (eg. recruitment and training assistance).

## Training, Workshops, Coaching & Mentoring Services

HDAA provides a range of training courses, workshops and events, including tailored, in-house training and workshops. Our courses are internationally recognised qualifications aimed at professionals who wish to progress in the service and support industry; and specifically to help companies maximise the capability and effectiveness of their response in the service and support industry.

## Industry Intelligence

HDAA provides and publishes a range of reports on the service and support industry, including an annual Practices & Salary Report providing an overview of the industry, as well as data and analysis of the market by demographics, incident management, technology, processes, procedures and strategies, performance metrics and more.

HDAA publishes a number of 'on demand' reports, such as Member Requests and one-time Surveys. This includes research, webinars and other such items highlighted in our monthly 'Inside Support' eNews that are pertinent to the Service and Support Industry.

## Membership Services

HDAA provides a range of services for its members which can be accessed via our website [www.hdaa.com.au](http://www.hdaa.com.au).

This online content enables our members to respond swiftly and effectively to new developments in the industry by minimising the time they spend researching and collating the information they need.

Available services and tools such as Workforce Planning (WFP), Service Desk Calculators, Tool Evaluation spreadsheet, Podcasts, 'inside support' monthly eNewsletter, HDI Resources, HDI & HDAA Webinars, SupportWorld Articles and more. N.B. Members must be logged in to access the Knowledge Base content.

HDAA also conducts bespoke research, including areas of the industry where reliable published information is unavailable.

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