

Course Overview

Develop the skills to create exceptional customer experiences.

Service desk professionals and support centre analysts provide front-line 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 Centre Analyst training focuses on service desk strategies for effective customer service, emphasising problem-solving and troubleshooting skills, call-handling procedures, incident management, communication skills and an introduction to ITIL® processes.

This Course Focuses On

- The process of Incident Management - from detection & recording to closure;
- Critical thinking skills to resolve incidents quickly & consistently;
- The importance of Total Contact Ownership;
- An awareness of the core processes & best practices used in service & support;
- Valuable active listening skills & effective communication strategies;
- Proven techniques for improving customer interactions; &
- Effective strategies for managing difficult customers.

Course Outline

Unit 1: Role of the Support Center Analyst

Support Industry Evolution
The Role of the Analyst
The Value of the Analyst
The Future of Service and Support

Unit 2: Structural Framework of Service and Support

Understanding the Business
Structural Components Overview
Strategy
Services
Service Level Management
Standard Operating Procedures
Business Alignment

Unit 3: Service Management Processes

Best Practices for Service and Support
Incident Management
Request Fulfillment
Access Management
Security Management
Knowledge Management

Unit 4: Tools, Technology, and Service Delivery

Systems Thinking Approach
Support Tools and Technology
Support Delivery Methods
Social Media

Unit 5: Understanding Metrics

Systems Thinking-Applied to Metrics
Metrics
Dashboards
Quality Assurance

Unit 6: Communication Essentials

Communication Essentials
Active Listening
Voice Components
Effective Word Choices
Written Communication
Effective Cross-Cultural Communication

Unit 7: Troubleshooting & Incident Management

Troubleshooting and Problem-solving
The Incident Management Process

Unit 8: Customer Management Skills

Challenging Customer Behaviors
Emotional Intelligence
Expressing Empathy
Managing Customer Behaviors

Unit 9: Personal and Professional Development

SWOT Assessment
Personal Development Skills Overview
Time Management
Stress Management
Managing Your Career

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



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.

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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