

CERTIFIED HELP DESK PROFESSIONAL

Date : 5th – 6th September 2016
Venue : Vistana Hotel, Kuala Lumpur



Certificate of completion
awarded by **Western
Kentucky University
(USA)**.

Workshop Description

Soft skills based, this certification identifies professionals that have reached an essential standard of customer service competency in dealing with customers over the phone in a technical environment. Designed specifically with the Technical Support professionals in mind, CHDP offers the skill sets necessary for him/her to better adapt and perform in a technical support environment.

This certification programme is part of the ATCEN Customer Experience Management series that certifies customer contact professionals has developed the necessary knowledge and skills to work in an inbound or outbound Help Desk environment. Additionally, it provides the participants with an understanding of the analytical process required for solving technology related problems over the phone.

Workshop Objectives

- Understand the importance of a Help Desk for an organization and exceeding customers expectations
- Learn what it takes to be a successful Help Desk Agent;
- Develop essential communication skills;
- Develop skills in call and service management;
- Understand the inbound call structure;
- Learn how to handle customer issues analytically;
- Learn how to manage difficult customers;
- Understand the technology involved in the operations of a contact centre;
- Successfully manage self in a Help Desk environment.

Learning Outcome

At the end of this workshop you will be able to:

- Provide exceptional customer relations and technical support in a professional manner
- Understand management of a contact centre
- Inculcate proper standards and methods of inbound call handling
- Manage difficult customers
- Manage self in a contact centre

Who Should Attend?

- Technology Help Desk Professionals
- Technology Help Desk Team Leaders
- Technology Help Desk Supervisors / Managers

TRAINING METHODOLOGY

The training methodology will be based on the ATCEN PEAK methodology. This will include:

- High impact short lectures
- Experiential learning activities
- Audio and visual learning enhancements
- Knowledge sharing
- Case studies and analyses
- Instant feedback from the facilitator

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Workshop Outline

Introduction

- The Evolution of Customer Service to Customer Experience
- Differences Between Customer Experience, Customer Relationship Management (CRM) and Customer Service

Module 1: Introduction to Today's World Class Help Desk

- Understanding the Role and Benefits of the Technical Help Desk
- Delivering Exceptional Call and Service Management in a Technology Environment "Passion to Exceed Customer Delight"
- Practicing the 4 Levels of Technical Support Service to 'WOW' the Customer

THE HELP DESK PROFESSIONAL

Module 2: Help Desk Professionals Competency

- Developing the Knowledge, Skills, Attitude, Habit (KSAH) of Effective Technical Support Professionals
- Understanding Effective Troubleshooting skills in a Technical Environment
- Understanding Your Customers' Behaviours from Personality Profiling: DiSC

Module 3: Effective Communication

- Creating First and Lasting Impressions
- Understanding the Communication Model and Process
- How to Communicate Without Sounding Too Technical
- Identifying Jargon and Replacing them with More Appropriate Words/ Descriptions

INBOUND TELE-SERVICE

Module 4: The Inbound Telephone Call Structure

- The Call Opening, Hold and Transfer
- Understanding Customer Enquiries and Issues
- Dealing with Technical Issues Over the Phone
- The Call Closing & After Call Activity
- Escalating a Call

Module 5: Managing Difficult Customers

- Understanding What Causes Conflict and the Stages of Conflict
- Using Assertiveness Appropriately to not Sound Confrontational
- Skills to Manage Difficult Customers – The Acknowledge, Diffuse, Respond (ADR) Approach

Technical Help Desk Structure

Module 6: Help Desk Support Management

- Understanding the Escalation Process and the Multi-level/ Tiered Approach
- The Support Levels and the Required Competencies for an Efficient Technical Help Desk
 - Level/ Tier 0 – Self-help
 - Level/ Tier 1 – Basic support & Screening
 - Level/ Tier 2 – Troubleshooting and resolution
 - Level/ Tier 3 – Advanced troubleshooting and configuration
 - Level/ Tier 4 – External assistance
- Case Creation and Case Logging Completeness - Guidelines and Requirements

Certification by:



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Certification is dependent
on the following:

- Full Class Attendance
- Assessment comprising of 50 Multiple Choice Questions (100%)

An examination score of **80 percent or higher** must be achieved in order to obtain certification.

Workshop Chronology

0830 Registration

0900 Workshop Begin

1030 – 1045 Morning Break

1300 – 1400 Lunch

1530 – 1545 Afternoon Break

1700 End of Workshop

*Chronology applies for Day 1
and Day 2.*

For Day 2,

1700 – 1800 Examination

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Program Facilitator

Roshini Visvanathan

Roshini is a Training Consultant with the ATCEN Group. She graduated with honors from the University of Malaya and since then has had the opportunity of working with several national and international organizations. She is a Certified Professional Trainer (USA), Certified Contact Centre Manager and a Coach.

Prior to joining ATCEN, Roshini has worked in the Insurance, Banking as well as Technology industry. Coming from a corporate management environment, Roshini has extensive experience leading teams in projects involving process improvement in areas such as Customer Service as well as Service Quality Management.

Having had experience in the many facets of customer service including face to face customer interaction, Complaints and Escalation management via the phone as well as emails, Roshini is well versed with the technicalities and skills needed to handle today's customers in the contact center environment. She also has good experience managing people from very diverse cultures, backgrounds and countries.

Furthermore having dealt with many difficult customer situations, she is very experienced in training first level as well as second level customer support staff to better see the techniques in handling complicated cases involving people, processes and products.

As a trainer Roshini has conducted trainings and workshops in many different areas. This includes Contact Center Team Leader, Contact Center Manager, Contact Center Coach, Help Desk Professional, Contact Center Professional, Call Quality Management, Managing Difficult Customers, The Total Customer Experience, Telephone Etiquette, Negotiation Skills, Process Improvement, Effective Communication Skills, Delivering Resolutions to Customers, Telesales skills, Presentation skills, as well as Quality Improvement. Roshini has undertaken projects related to change management and Needs Based Selling.

Roshini is a highly motivated individual that truly believes in the potential of people. She is actively involved in several NGOs related to the development of young adults. Her dynamic personality has many a time been described by people to be contagious. Roshini passionately believes that, "The End of Education is Character" and with the right Character, Anyone can Achieve Success.



Companies that have attended programs with Roshini:

- Hewlett- Packard
- CIMB
- MAA
- ASTRO
- Perodua
- Mesiniaga
- Bank Negara
- Bank Rakyat
- Alfa Laval
- Century Software
- CSC Malaysia
- KWSP
- Tanjong Offshore
- Prometric Technology
- Taylors University College
- DagangNet
- Global Transit
- Maybank
- Celcom
- ETIQA
- Ambank
- RHB Bank
- SONY Malaysia
- Canon
- Takaful
- TNT Malaysia
- Sunway
- AIA
- Alcatel Lucent
- K&N Kenanga
- Heitech Padu
- Perodua
- Atos Origin
- Cosmopoint
- Bank Islam Berhad

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Companies that have attended “Certified Help Desk Professional” public workshop since 2010

Alliance Bank (M) Sdn Bhd	GHL Systems Berhad	O'Connor's Engineering Sdn Bhd
AmBank Berhad	Grand-Flo Spritvest Sdn Bhd	Perbadanan Bekalan Air Pulau Pinang
Asian Finance Bank Bhd	IBM Malaysia	Pertubuhan Keselamatan Social
Bank Of China(Malaysia) Berhad	Institut Jantung Negara (IJN)	Privasia Sdn Bhd
Bank Pembangunan Malaysia Berhad	Institut KWSP	Prometric Technology Sdn Bhd
BIMB Securities Sdn Bhd	iPerintis Sdn Bhd	Rentwise Sdn Bhd
Century Software (M) Sdn Bhd	ISM Insurance Services Sdn Bhd	Ricoh (Malaysia) Sdn Bhd
CSC ESI Sdn Bhd	Jabatan Pendaftaran Negara	Sapura Research Sdn Bhd
CSC Malaysia Sdn Bhd	Kaf Investment Bank Berhad	Suruhanjaya Syarikat Malaysia
Dar aL-Hekma University, Jeddah	Khazanah Nasional Berhad	Technip Geoproduction (M) Sdn Bhd
Digicert Sdn Bhd	KUB Malaysia Berhad	Telekom Malaysia Berhad
E-Genting Sdn Bhd	KWSP	TGV Cinemas Sdn Bhd
Epson Malaysia Sdn Bhd	Malaysian Electronic Cleaning Corporation Sdn Bhd	The Global University of Islamic Finance
Etiqa Insurance & Takaful	Masterplan Consulting Sdn Bhd	TMS Software Sdn Bhd
Felda Prodata System Sdn Bhd	Mesiniaga Berhad	UMW Corporation Sdn Bhd
Formis Network Services Sdn Bhd	Mesiniaga Services Sdn Bhd	Viewpoint Research Corp Sdn Bhd
Fuji Xerox Asia Pacific Pte Ltd	Mesiniaga Berhad	Worldwide Holdings Berhad
	MSC Trustgate.com Sdn Bhd	
	NEC Corporation (M) Sdn Bhd	
	NTT MSC Sdn Bhd	

Participants' Feedbacks

“Enjoyable training. Roshini delivers perfectly. Thanks.” -SAP Security & Administration, IBM Malaysia

“Fun and knowledgeable training. Facilitator is prepared and knowledgeable. Not boring. Feels warm welcomed. Looking forward for next course. Will recommend to management for in-house training.” - Service Administrator, O'Connor's Engineering Sdn Bhd

“Workshop is lively and learning is fun. Contents are relevant.”

“This program manage to reach the objective, facilitator having a very good experience on those field, manage to share real-thing that happen in the outside world of job industries good job.”

15th
SESSION
SINCE 2010!

95%
Score on Trainer's
Feedback – Last
Session
(April 2016)

150
Numbers of
participants that have
joined this course
(public workshop)
since 2010

To Register or For More
Information

**Kindly call 03-7728 2623 or
email to info@atcen.com
www.atcen.com**