

# Certified Help Desk Professional 2006

4 - 5 October 2006

Crowne Plaza Mutiara Kuala Lumpur, Malaysia

“If you have knowledge,  
let others light their candles in it”

*Margaret Fuller*

Presented by:

**ATCEN**<sup>SM</sup> Differentiates Your Service

## Training Program

### Certified Help Desk Professional Program on 4<sup>th</sup> & 5<sup>th</sup> October 2006

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

The participants of this workshop will develop the necessary knowledge and skills to work in an inbound or outbound technology related Help Desk. Additionally, it provides the participants with an understanding of the analytical process required for solving technology related problems over the phone.

Facilitated by  
**Ken Ng**  
*Principal Consultant*  
**ATCEN Sdn Bhd**

## Who should attend

**Technology Help Desk Professionals, Technology Help Desk Team Leaders, Technology Help Desk Supervisors / Managers, Software / Hardware Providers interested in setting up a Help Desk**

### Program Highlights

- ◇ Learn world-class practices of Help Desk Professionals
- ◇ Understand the different competencies required of Customer Service Professionals and Help Desk Professionals
- ◇ Acquire practical skills on how to communicate empathetically
- ◇ Learn how to impart support without sounding too technical
- ◇ Exploration of the technology that makes a Help Desk tick
- ◇ Review of world-class processes in a Help Desk environment

### Key Benefits

- ◇ **Obtain** an insight into typical technology customer requests, behaviors, needs and expectations
- ◇ **Understand** different customer types and behaviors
- ◇ **Attain** new creative problem solving approaches
- ◇ **Learn** the usage of key words to sound service oriented
- ◇ **Receive** guidance on difficult customer handling techniques
- ◇ **Enhance** motivation levels of Help Desk Professionals
- ◇ **Acquire** ideas on how to motivate yourself with the monotony of working in a Help Desk Environment

## 2-Day Certified Help Desk Professional Program

The 2-day CHDP program introduces Help Desk Professionals to the essential and fundamental soft-skills elements associated with superior call and service management in a technology environment. The Help Desk Professional workshop consists of modules that teach participants essential skills such as essential communication, call management, analytical problem solving, call courtesy, call accuracy, professional customer service & contact center knowledge to help them perform better. Skills and knowledge necessary for him/her to better adapt and perform in a Help Desk environment.

### Program Objectives

- ◇ To understand the importance of a Help Desk to the organization and exceeding customer delight;
- ◇ To appreciate what it takes to be a successful Help Desk Agent;
- ◇ To develop essential communication skills;
- ◇ To understand the importance of call and service management;
- ◇ To understand the inbound call structure;
- ◇ To learn how to approach customer problems analytically;
- ◇ To learn how to handle difficult customers;
- ◇ To successfully manage self in a Help Desk environment.

### Program Chronology

Day 1	Wednesday 4 <sup>th</sup> October 2006
0900	<b>INTRODUCTION</b> Module 1: Introduction to Today's World Class Help Desk
1030	Tea Break
1050	Module 2: Help Desk Professionals Competency
1300	Lunch
1400	Module 3: Communication
1530	Tea Break
1550	<b>INBOUND TELE-SERVICE</b> Module 4: The Inbound Telephone Call Structure
Day 2	Thursday 5 <sup>th</sup> October 2006
0900	<b>INBOUND TELE-SERVICE (cont'd)</b> Module 5: Managing Difficult Customers
1030	Tea Break
1050	<b>CONTACT CENTER TECHNOLOGY</b> Module 6: Contact Center Tools and Technology
1300	Lunch
1400	<b>THE WAY FORWARD</b> Module 7: Managing Self for High Performance
1530	Tea Break
1550	Q & A
1620	Self review
1700	CHDP Certification Examination



**Ken Ng**  
Principal Consultant  
ATCEN Sdn Bhd

Ken serves as Principal Consultant and COO for ATCEN Malaysia - a leading regional service provider of customer contact management consulting, human performance and business process outsourcing services. He is a Certified Support Manager from Service Support Professional Association, America and holds a Bsc in Marketing and Organizational Communication. Ken has been in the forefront of the Asian customer contact management industry since the beginning and is better known as the "Sifu" to his peers, colleagues, partners and customers.

With more than 15 years of both strategic and operational customer contact center experience, Ken is an author of numerous white papers, articles and has conducted in depth research and studies on contact centers and customer experience in Asia Pacific. He is a much sought after speaker and has been highly involved in providing strategic directions for the Asian customer contact management industry through summits, congresses, conferences and knowledge sharing tradeshows. He was recently appointed by Customer relationship Management & Contact Centre Association of Malaysia (CRM & CCAM) as one of notable judges in the highly recognized CRM & CCAM awards.

## Registration Form

# Certified Help Desk Professional Program (4<sup>th</sup> & 5<sup>th</sup> October 2006)

Crowne Plaza Mutiara Kuala Lumpur, Malaysia

**Yes! Please register the participant(s) for this training program (Kindly photocopy for more participants)**

Participant 1  
Name: (Dr/Mr/Mrs/Ms): \_\_\_\_\_

Job Title: \_\_\_\_\_

Email: \_\_\_\_\_

Participant 2  
Name: (Dr/Mr/Mrs/Ms): \_\_\_\_\_

Job Title: \_\_\_\_\_

Email: \_\_\_\_\_

Participant 3  
Name: (Dr/Mr/Mrs/Ms): \_\_\_\_\_

Job Title: \_\_\_\_\_

Email: \_\_\_\_\_

Participant 4  
Name: (Dr/Mr/Mrs/Ms): \_\_\_\_\_

Job Title: \_\_\_\_\_

Email: \_\_\_\_\_

Participant 5  
Name: (Dr/Mr/Mrs/Ms): \_\_\_\_\_

Job Title: \_\_\_\_\_

Email: \_\_\_\_\_

Approving Manager: \_\_\_\_\_

Job Title: \_\_\_\_\_

Email: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

### Ways to register

Tel : +603 7728 2623  
Fax : +603 7728 2620  
Mail : Lot C-103A, Perdana Condo- Business  
Suites, Jalan PJU 8/1, Damansara  
Perdana, 47820 Petaling Jaya, Selangor,  
Malaysia.

### Investment for the 2-Day Training Program: RM 1900

*The investment includes lunches, refreshments  
and training materials.*

**Group Discount:** Enjoy a group discount  
of **10% for 3 or more participants** register  
at the same time from the same  
organization.

### Terms & Conditions

1. Payment is required with registration and must be received prior to the program to guarantee your seat.
2. All payments have to be received 7 working days prior to the program date.
3. Any payments received are non-refundable; however substitute delegates are welcomed at no additional charge.
4. Walk-in participant(s) with payment will only be admitted on the basis of seat availability at the training and with immediate full payment.
5. The organizer reserves the right to make any amendments and/or changes to the training program, venue, facilitator replacements and/or modules if warranted by circumstances beyond its control.

### Payment Method

All cheques are to be made payable to  
**ATCEN SDN BHD** and mail your payment  
together with this registration to

**Lot C-103A, Damansara Perdana-Business  
Suites, Jalan PJU 8/1, Damansara Perdana,  
47820 Petaling Jaya, Selangor Darul Ehsan,  
Malaysia.**

**Enclosed is our cheque for the event**

**RM** \_\_\_\_\_

Authorized  
Signature : \_\_\_\_\_

Name : \_\_\_\_\_

Date : \_\_\_\_\_

Company Stamp Chop : \_\_\_\_\_