

Certified Help Desk Professional

Date : 18th - 19th June 2012
Venue : ATCEN Learning Centre, Damansara Perdana, PJ



Certificate of completion jointly awarded by Western Kentucky University (USA) and ATCEN (Malaysia)

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 professional in mind, CHDP offers the skill sets necessary for him/her to better adapt and perform in a technical support environment.

The participants of this workshop will develop 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 to the organization and exceeding customer delight;
- Appreciate what it takes to be a successful Help Desk Agent;
- Develop essential communication skills;
- Understand the importance of call and service management;
- Understand the inbound call structure;
- Learn how to approach customer problems analytically;
- Learn how to handle difficult customers;
- Appreciate the technology involved in the operations of a contact center;
- Successfully manage self in a Help Desk environment.

Who Should Attend?

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

Organized by:



Certified Help Desk Professional Program

INTRODUCTION

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"
- Creating the 4 Levels of Technical Support Service to 'WOW' the Customer

THE HELP DESK PROFESSIONAL

Module 2: Help Desk Professionals Competency

- Developing the KSAH of Effective Technical Support Professionals
- Understanding Logical Thought for Effective Trouble Shooting
- Understanding Your and Customers' Behaviours from Personality Profiling: DiSC

Module 3: Communication

- Executing Exceptional Communication to Create First and Lasting Impression
- Understanding the Communication Model and Process
- How to Communicate Logically Without Sounding Too Technical

INBOUND TELE-SERVICE

Module 4: The Inbound Telephone Call Structure

- The Call Opening, Hold and Transfer
- Understanding Customers' Technical Challenges & Needs
- The Call Closing & After Call Activity

Module 5: Managing Difficult Customers

- Understanding What Causes Conflict and the Stages of Conflict
- Balancing Logical and Empathy Skills to Manage Difficult Customers – The HEAT Approach
- The 4 Different Knowledge Levels of Technical Support Callers

CONTACT CENTER TECHNOLOGY

Module 6: Contact Center Tools and Technology

- Understanding ACD, IVR and CRM Technology
- The Purpose and Impact of ACD, IVR and CRM Technology
- Various Types of e-Support Tools: e-learning & Knowledge Management

THE WAY FORWARD

Module 7: Managing Self for High Performance

- The Power of Positive Lifestyles and Developing Them
- Developing Efficient Prioritizing & Managing Stress at Work for Effective Productivity
- Individual Goal Setting – The SMART Technique

Certification by:



Certificate of Completion awarded by Western Kentucky University (USA) & Certificate of Attendance by ATCEN (Malaysia)

Certification is dependent on the following:

- Full Class Attendance
- 2-Part Assessment comprising of:
 - Part 1 - 40 Multiple Choice Question (40%)
 - Part 2 – 3 Subjective Questions (60%)

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 Refreshment
1300 – 1400	Lunch
1530 – 1545	Afternoon Refreshment
1750	End of Workshop

The above Chronology applicable for Day 1 till Day 3

Additional Hours for Day 3

1700 – 1900	Certification Examination
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Facilitator Profile

Roshini Visvanathan Trainer



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
- Khazanah Nasional Berhad
- 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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**ATCEN Learning Centre, Damansara
Perdana, PJ**

TO REGISTER OR FOR MORE INFORMATION:

Kindly call us at 03-77282623 or email us at

pw@atcen.com