



# Certified Help Desk Professional

Date: 8<sup>th</sup> – 9<sup>th</sup> July 2009

Venue: **ATCEN Learning Center, Damansara Perdana, P.J**

Organized By: **ATCEN**<sup>SM</sup> ACADEMY

## Program 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.

## 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 appreciate the technology involved in the operations of a contact center;
- ◇ To 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, Software / Hardware Providers interested in setting up a Help Desk

## Previous Participants

Robert Bosch, EPIC-I, Shell-IT, Entellium, MISC, Dumex, Fuji Xerox, IITC, Fujitsu, Dialog Telekom, DHL Asia Pacific Shared Services, Mesiniaga, Samsung, Basis Bay, Canon Marketing, AmBank, Diethelm, Datacraft, Formis Software, Amway, Sarawak Information System, JPJ, ViewPoint Research, e-Genting, GITN, interTouch, Faber Medi-Serve, TSSB, LaFarge, MEPS, Edaran Tan Chong Motor, CL Computers and many more.

## Previous Participants Comments:

*"Ken, you are the best facilitator. I am changing now to a new "open minded" and not shy to talk to others anymore."*

*"Keep up the good work in designing a good help desk program!"*

*"Very useful information, thank for everything & I enjoyed all the time."*

*"The program is good!!, company should implement it to all staff."*

*"Overall is good & fantastic!!! Lively is not bored at all."*

# Certified Help Desk Professional Program

## Day 1:

0830 Welcome Coffee and Tea

0900 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

1030 Tea Break

### **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' Behaviors from Personality Profiling: DiSC

1300 Lunch

### **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

1530 Tea Break

1550 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

## Day 2:

0900 INBOUND TELE-SERVICE (cont'd)

### **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

1030 Tea Break

1050 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

1300 Lunch

1400 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

1530 Tea Break

1550 Q & A

1620 Self review

1700 CHDP Certification Examination

1800 Exam End



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

Ken serves as Principal Consultant 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 18 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.

### **Certification**

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



The CHDP program consists of 2 parts:

- Class Attendance (14 contact hours)
- 1 one-hour (1 hour) 50 questions multiple-choice examination paper

An examination score of **84 percent or higher** must be achieved in order to obtain certification.

**Registration Form :**  
**Certified Help Desk Professional Program on 8<sup>th</sup> – 9<sup>th</sup> July 2009**  
**ATCEN Learning Center, Damansara Perdana, P.J**

**Yes! Please register the delegate(s) for this event**  
(Kindly photocopy for more delegates)

**Delegate 1**

Name: (Mr/Ms): \_\_\_\_\_

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

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

Contact No.: \_\_\_\_\_

**Delegate 2**

Name: (Mr/Ms): \_\_\_\_\_

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

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

Contact No.: \_\_\_\_\_

**Delegate 3**

Name: (Mr/Ms): \_\_\_\_\_

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

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

Contact No.: \_\_\_\_\_

**Human Resource / Approving Manager:**

\_\_\_\_\_

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

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

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

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

\_\_\_\_\_

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

**How did you find out about this event?**

Please tick ( ✓ ) your choice(s)

- From ATCEN email notification  
 From Colleague, Management, HR or Training Department  
 Others: \_\_\_\_\_

**For Office Use Only**

Contact Person: \_\_\_\_\_

Invoice Number: \_\_\_\_\_

Remarks: \_\_\_\_\_

**Training Workshop Investment - RM 1900**

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

- **The program is PSMB claimable.** Subject to PSMB approval.
- **Institute Bank-Bank Malaysia (IBBM):** ATCEN is recognized and is authorized by IBBM to conduct people development training to banks operating in Malaysia.
- **Group Discount of 10%** for 3 or more participants who register for the program at the same time and are from the same organization.

**Terms & Conditions**

1. Upon receiving a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend the conference or training program.
2. Payment is required upon the confirmation of the registration and must be received prior to the event to guarantee the seat.
3. Payment has to be received 7 working days prior to the event date to confirm registration.
4. Payment is non-refundable if cancellation occurs 7 days prior to event commencement. However a substitute is welcome at no additional charges
5. If cancellation occurs 7 days prior to the event commencement date and there is no substitute, the organizer reserves the right to charge 50% of the total investment from your organization.
6. Walk-in participants with payment will only be admitted on the basis of seat availability at the event and with immediate full payment.
7. The organizer reserves the right to make any amendments and/or changes to the program, venue, facilitator replacements and/or modules if warranted by circumstances beyond its control.

**Ways to register**

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

**D-05-12, Ritze Perdana Business Centre,  
Jalan PJU 8/2, Damansara Perdana, 47820 PJ,  
Malaysia.**

**Tel : +603 7728 2623**

**Fax : +603 7728 2620**

**Enclosed is our cheque for the event**

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

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

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

**Invoice Attention To (Mr/Ms):** \_\_\_\_\_