

## Certified Help Desk Professional (CHDP)

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 skills necessary for them to better adapt and perform in a supportive 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.

### Certification

The CHDP program consists of 2 parts:

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

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



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

### Duration

2 Days

### Medium of Delivery

English language

*\*Bahasa Melayu translated version available upon request.*

### Fees

RM 1,900 Per Participant

ATCEN is accredited as the first accredited training provider with the **Customer Relationship Management & Contact Center Association Malaysian (CCAM)**



**Program Outline**

<b>Program Title</b>	<b>Certified Help Desk Professional (CHDP)</b>
Program Duration	2 Days
Program Description	<p>The program introduces Help Desk Professionals to the essential and fundamental soft-skills elements associated with superior call and service management in a technology environment.</p> <p>The Certified Help Desk Professional workshop consists of modules that teach participants vital skills such as essential communication, call management, analytical problem solving, call courtesy, call accuracy, professional customer service &amp; contact center knowledge to help them perform better. Skills and knowledge necessary for him/her to better adapt to the Help Desk environment.</p>
Who Should Attend?	<ul style="list-style-type: none"> <li>• Help Desk Team Leaders</li> <li>• Help Desk Agents</li> </ul>
Program Objectives	<ul style="list-style-type: none"> <li>• To understand the importance of a Help Desk to the organization and exceeding customer delight;</li> <li>• To appreciate what it takes to be a successful Help Desk Agent;</li> <li>• To develop essential communication skills;</li> <li>• To understand the importance of call and service management;</li> <li>• To understand the inbound call structure;</li> <li>• To learn how to approach customer problems analytically;</li> <li>• To learn how to handle difficult customers;</li> <li>• To successfully manage self in a Help Desk environment.</li> </ul>
Program Outline	<p><b>INTRODUCTION</b></p> <p><b>Module 1: Introduction to Today’s World Class Help Desk</b></p> <ul style="list-style-type: none"> <li>• Understanding the Role and Benefits of the Technical Help Desk</li> <li>• Delivering Exceptional Call and Service Management in a Technology Environment – “Passion to Exceed Customer Delight”</li> <li>• Creating the 4 Levels of Technical Support Service to ‘Wow’ the Customer</li> </ul> <p><b>THE HELP DESK PROFESSIONAL</b></p> <p><b>Module 2: Help Desk Professionals Competency</b></p> <ul style="list-style-type: none"> <li>• Developing the KSAH of Effective Technical Support Professionals</li> <li>• Understanding Logical Thought for Effective Trouble Shooting</li> </ul>

	<ul style="list-style-type: none"> <li>• Understanding Your and Customers’ Behaviors from Personality Profiling: DiSC</li> </ul> <p><b>Module 3: Communication</b></p> <ul style="list-style-type: none"> <li>• Executing Exceptional Communication to Create First and Lasting Impression</li> <li>• Understanding the Communication Model and Process</li> <li>• How to Communicate Logically Without Sounding Too Technical</li> </ul> <p><b>INBOUND TELE-SERVICE</b></p> <p><b>Module 4: The Inbound Telephone Call Structure</b></p> <ul style="list-style-type: none"> <li>• The Call Opening, Hold and Transfer</li> <li>• Understanding Customers’ Technical Challenges &amp; Needs</li> <li>• The Call Closing &amp; After Call Activity</li> </ul> <p><b>Module 5: Managing Difficult Customers</b></p> <ul style="list-style-type: none"> <li>• Understanding What Causes Conflict and the Stages of Conflict</li> <li>• Balancing Logical and Empathy Skills to Manage Difficult Customers – The HEAT Approach</li> <li>• The 4 Different Knowledge Levels of Technical Support Callers</li> </ul> <p><b>CONTACT CENTER TECHNOLOGY</b></p> <p><b>Module 6: Contact Center Tools and Technology</b></p> <ul style="list-style-type: none"> <li>• Understanding ACD, IVR and CRM Technology</li> <li>• The Purpose and Impact of ACD, IVR and CRM Technology</li> <li>• Various Types of e-Support Tools: e-learning &amp; Knowledge Management</li> </ul> <p><b>THE WAY FORWARD</b></p> <p><b>Module 7: Managing Self for High Performance</b></p> <ul style="list-style-type: none"> <li>• The Power of Positive Lifestyles and Developing Them</li> <li>• Developing Efficient Prioritizing &amp; Managing Stress at Work for Effective Productivity</li> <li>• Individual Goal Setting – The SMART Technique</li> </ul>
<p>Methodology</p>	<p>The training methodology will be based on the ATCEN PEAK methodology. This will include:</p> <ul style="list-style-type: none"> <li>- High impact short lectures</li> <li>- Lively activities</li> <li>- Insightful presentations to the team</li> <li>- Instant feedback from the facilitator</li> </ul>