

## HDI – Customer Support Specialist

2 Days

### Overview

This course is predominantly intended for staff new to the telephone customer support environment. However, it is also an extremely useful 'refresher' course for all staff who regularly use the phone to support customers both internal and external, in their customer support role.

The course is based upon the standards and objectives for HDI's Customer Support Specialist qualification and leads to the opportunity to sit an examination in which the delegate's knowledge and understanding of the role and the environment will be evaluated.

### Objectives

To provide the delegates with the skills to successfully begin their career on the Help Desk.

### Skills Gained

At the end of the workshop delegates will be able to;

- \* Describe the principles of a quality customer service
- \* Describe the function of the Help Desk
- \* Understand the concepts of service management

### Pre-requisites

There are no pre-requisites for this course.

### Who Should Attend

- \* Help Desk staff new to the role.
- \* Help Desk staff needing a refresher in customer service skills.

### Content

During this course, the student will:

- Learn about the three key concepts on which are based the skills, competencies and knowledge that a Customer Support Specialist requires in order to deliver professional and effective support in line with best practice guidelines
- Develop a clear understanding of the role and responsibilities of a Customer Support Specialist
- Learn about the support centre environment and the role that support plays within the organisation
- Examine the role of support in today's business environment
- Identify, understand and develop the skills and competencies required in a Customer Support Specialist
- Learn about the core service management processes, and the role the help desk/support centre plays within those processes
- Learn about the value and importance of service level agreements and customer satisfaction surveys
- Develop an understanding of the value of, and need for, metrics within the help desk/support centre environment
- Prepare for taking the CSS examination.