



# HDI support center analyst

Skills Building & Certification Training

## Course Overview

The support center analyst provides front line support and is often the primary customer contact. For this reason, it is important that the analyst provide the highest quality customer care with every interaction.

The HDI **Support Center Analyst** course focuses on strategies for effective customer care and problem resolution, as well as the fundamentals for support center processes and tools, and an introduction to ITIL® processes.

## What You Will Learn

- How to assess customer business needs and exceed customer expectations
- Critical thinking skills to resolve incidents quickly and consistently
- Active listening skills and effective communication strategies
- How to identify and diffuse challenging customer behavior
- Ways to create win-win interactions with customers, management, and team members
- An awareness of ITIL® processes

## Who Should Attend

Support staff who want to develop a knowledge and understanding of help desk and support center operations, and those who are seeking HDI Support Center Analyst Certification.

## Course Prices

Includes on-line exam prep and certification exam.

**Classroom:** Interactive two-day course among peers.  
**HDI members:** \$1,295 per person  
**Non-members:** \$1,395 per person

**On-site:** A two-day course conducted at your company's site. Call **800-248-5667** for pricing.

**On-line:** 10-12 hours of self-paced, economical training.  
**HDI members:** \$545 per person  
**Non-members:** \$595 per person

## How to Register

Call: **800-248-5667**  
Visit: [www.ThinkHDI.com/certification](http://www.ThinkHDI.com/certification)

## Certification

The certification exam is included with the purchase of this course. Instructions on scheduling the exam are provided upon course completion.

## About HDI®

HDI, a Think Service company, has trained IT service and support professionals from 90% of the Fortune 500 companies, giving them the skills needed to provide excellent service, increase productivity and profitability, and decrease call times.

As the world's largest membership association for IT service and support professionals, HDI focuses on industry best practices, develops certification and training programs based on internationally-recognized standards, and provides members with valuable industry resources and events.

*This course qualifies for Microsoft's New Generation of Certification.*

**Microsoft** | Learning

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*"HDI provided the best training and material I've seen. It was very relevant to all my interests – and my career."*

*Allison Virag, Credit Acceptance*



## HDI Support Center Analyst

### **Unit 1: Evolution of the Support Center**

- The Evolution of the Support Center
- The Role of the Support Analyst
- The Support Center's Role in the Business

### **Unit 2: Strategic Framework**

- Strategic Perspective
- Service Level Agreements (SLAs)
- Standard Operating Procedures (SOPs)
- Business Alignment

### **Unit 3: Service Delivery Methods and Technology**

- Service Delivery Methods
- Telephony Systems
- Service Management Systems

### **Unit 4: Support Center Processes and Operations**

- Best Practices for IT Service Management (ITSM)
- ITIL Service Support
- Security Management
- Knowledge Management
- Quality Assurance (QA)

### **Unit 5: Call Handling Procedures**

- Total Contact Ownership
- Procedures for Call Handling

### **Unit 6: Communication Skills**

- The Communication Process
- Cultural Sensitivity
- Vocal Elements
- Active Listening
- Incident Documentation
- Writing Skills

### **Unit 7: Problem solving and Troubleshooting Skills**

- Problem-solving and Types of Thinking
- Questioning Skills
- Solve Incidents with IMPACT
- Additional Customer Service Skills to Employ During Incident Management
- Root Cause Analysis

### **Unit 8: Maximizing Effectiveness**

- Your Customer's Psychological Needs
- Handling Conflict
- Strategies for Handling Difficult Customer Behaviors
- Stress Management
- The Power of a Service Attitude
- Managing Your Use of Time
- Managing Your Career

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*"Thank you HDI. The subject matter was very appropriate –  
I look forward to taking classes with you in the future."*

**Sam Stevens**, Best Western International