

CERTIFIED HELP DESK PROFESSIONAL



ATCEN SM

Tel: +603-7726 2236 Fax: +603-7726 2623 Email: info@atcen.com Website: www.atcen.com

Date : 9th – 10th April 2018
Venue : Vistana Hotel, Kuala Lumpur



Certificate of completion awarded by **Western Kentucky University (USA)**.

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

This certification programme is part of the ATCEN Customer Experience Management series that certifies customer contact professionals has developed 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 for an organization and exceeding customers expectations
- Learn what it takes to be a successful Help Desk Agent;
- Develop essential communication skills;
- Develop skills in call and service management;
- Understand the inbound call structure;
- Learn how to handle customer issues analytically;
- Learn how to manage difficult customers;
- Understand the technology involved in the operations of a contact centre;
- Successfully manage self in a Help Desk environment.

Learning Outcome

At the end of this workshop you will be able to:

- Provide exceptional customer relations and technical support in a professional manner
- Understand management of a contact centre
- Inculcate proper standards and methods of inbound call handling
- Manage difficult customers
- Manage self in a contact centre

Who Should Attend?

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

TRAINING METHODOLOGY

The training methodology will be based on the ATCEN PEAK methodology. This will include:

- High impact short lectures
- Experiential learning activities
- Audio and visual learning enhancements
- Knowledge sharing
- Case studies and analyses
- Instant feedback from the facilitator

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Workshop Outline

Introduction

- The Evolution of Customer Service to Customer Experience
- Differences Between Customer Experience, Customer Relationship Management (CRM) and Customer Service

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

THE HELP DESK PROFESSIONAL

Module 2: Help Desk Professionals Competency

- Developing the Knowledge, Skills, Attitude, Habit (KSAH) of Effective Technical Support Professionals
- Understanding Effective Troubleshooting skills in a Technical Environment
- Understanding Your Customers' Behaviours from Personality Profiling: DiSC

Module 3: Effective Communication

- Creating First and Lasting Impressions
- Understanding the Communication Model and Process
- How to Communicate Without Sounding Too Technical
- Identifying Jargon and Replacing them with More Appropriate Words/ Descriptions

INBOUND TELE-SERVICE

Module 4: The Inbound Telephone Call Structure

- The Call Opening, Hold and Transfer
- Understanding Customer Enquiries and Issues
- Dealing with Technical Issues Over the Phone
- The Call Closing & After Call Activity
- Escalating a Call

Module 5: Managing Difficult Customers

- Understanding What Causes Conflict and the Stages of Conflict
- Using Assertiveness Appropriately to not Sound Confrontational
- Skills to Manage Difficult Customers – The Acknowledge, Diffuse, Respond (ADR) Approach

Technical Help Desk Structure

Module 6: Help Desk Support Management

- Understanding the Escalation Process and the Multi-level/ Tiered Approach
- The Support Levels and the Required Competencies for an Efficient Technical Help Desk
 - Level/ Tier 0 – Self-help
 - Level/ Tier 1 – Basic support & Screening
 - Level/ Tier 2 – Troubleshooting and resolution
 - Level/ Tier 3 – Advanced troubleshooting and configuration
 - Level/ Tier 4 – External assistance
- Case Creation and Case Logging Completeness - Guidelines and Requirements

Certification by:



Certificate of Completion
awarded by Western
Kentucky University (USA)

Certification is dependent
on the following:

- Full Class Attendance
- Assessment comprising
of 50 Multiple Choice
Questions (100%)

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 Break

1300 – 1400 Lunch

1530 – 1545 Afternoon Break

1700 End of Workshop

*Chronology applies for Day 1
and Day 2.*

For Day 2,

1700 – 1800 Examination

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Program Facilitator

Jayanth Kumar (Jay)



Jay advocates that an “unexamined life, is a life not worth living” – Socrates. Hailing from a state famous for its food, Jay picked up Hokkien while growing up, apart from other languages he speaks. He is a sought after consultant and trainer in Customer Experience, leadership Management, Communication and Organizational Culture Development programs. Jay has innate drives to coach and develop human capital globally to achieve their highest potential through competency based training and behavioral development. Hence, he has consulted and trained various industry players throughout Malaysia and Singapore in quality performance management, customer advocacy management, customer quality management, managerial and leadership skills, customer service skills, communication skills and various soft-skill programs.

Jay is qualified with a Diploma in Computer Studies and Business from the National Center of Computers (NCC) from the United Kingdom and attained a Bachelor of Science in Psychology and Communication from Upper Iowa University in the United States. He was a leader in various fraternities and organizations while working with the university as well. He is a certified professional trainer under ARTDO International and is currently pursuing his Masters in Organizational Psychology.

Jay has 18 years of work experience in various industries throughout Malaysia, he strongly believes that developing human capital in the area of service is the key fundamental aspect of any successful business and that service itself needs to grow towards the higher expectations and consumer experience in current competitive industries. He started out his career in the service industry, managing reputable restaurants in Penang. He was in hotel management when he first came to KL, and later joined a contact centre of a multinational company for 8 years that provides IT solutions for corporate and consumer customers globally. Jay has develop various competency framework management and training development program in customer service, customer experience and performance leadership management in which Jay has his niche in. Having experience being in operations, management and consultation, he is able to relate to current people development issues and challenges faced by the many organizations. In addition to that, Jay also has a few years of experience in sales and marketing, advertising, public relations consultation and as a Training Manager for a facilities management company.

Within his years of experience, he has successfully executed different ad-hoc projects, such as developing high service standards for service industries, quality process improvements, human resource management, recruitment management, talent development framework, mystery shopping, producing and conducting major corporate events and team-buildings for reputable companies, making him versatile, adaptable and experienced in delivering quality training for his clients. Jay has helped trained in-house specialized industries, reputable multi-national, government-linked and local companies such as F-Secure Corporation, IBM, HILTI Asia, Hewlett-Packard, Celcom Axiata, Telekom Malaysia, POS Malaysia, DXC Technology, VADS, Singtel, OPTUS (Australia), ASTRO, DHL, Kraiburg TPE, A&H Meyer, DRB-HICOM, Penang Skills and Development Centre (PSDC), SP Setia, Tropicana Corporation, CITY Facilities Management, SPR Energy (Sabah), Big Dutchman, Jotun Malaysia, GBA Corporation, SNE Marketing, IPG Mediabrands, AXA Assistance IPA (Singapore), Tenaga Nasional Berhad, Jabatan Bekalan Air Malaysia, Institut Jantung Negara, Ministry of Health Malaysia, Syarikat Suruhanjaya Malaysia, Khazanah Nasional, Malaysia Airports Holdings Berhad, B Braun, Watson's Malaysia, Tesco Malaysia, Johnson & Johnson, Mydin Stores, Stemlife Malaysia, Danone Dumex, Seri Pacific Hotel, PNB Darby Park Suites, Meliã Kuala Lumpur Hotel, Eastern & Oriental Hotel, Lone Pine Hotel, MiCasa All Suite Hotel, MyClear, SWIFT, AKPK, Standard Chartered Bank, Hong Leong Bank, Am Bank, United Overseas Bank, Bank Rakyat, Bank Islam, SME Bank, Kenanga Investment Bank, Merchantrade and lots more.

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Companies that have attended “Certified Help Desk Professional” public workshop since 2010

Alliance Bank (M) Sdn Bhd

AmBank Berhad

Asian Finance Bank Bhd

Bank Of China(Malaysia)

Berhad

Bank Pembangunan Malaysia

Berhad

BIMB Securities Sdn Bhd

Century Software (M) Sdn Bhd

CSC ESI Sdn Bhd

CSC Malaysia Sdn Bhd

Dar al-Hekma University,

Jeddah

Digicert Sdn Bhd

E-Genting Sdn Bhd

Epson Malaysia Sdn Bhd

Etiqa Insurance & Takaful

Felda Prodata System Sdn

Bhd

Formis Network Services Sdn

Bhd

Fuji Xerox Asia Pacific Pte Ltd

GHL Systems Berhad

Grand-Flo Spritvest Sdn Bhd

IBM Malaysia

Institut Jantung Negara (IJN)

Institut KWSP

iPerintis Sdn Bhd

ISM Insurance Services Sdn Bhd

Jabatan Pendaftaran Negara

Kaf Investment Bank Berhad

Khazanah Nasional Berhad

KUB Malaysia Berhad

KWSP

Malaysian Electronic Cleaning

Corporation Sdn Bhd

Masterplan Consulting Sdn Bhd

Mesiniaga Berhad

Mesiniaga Services Sdn Bhd

Mesiniaga Berhad

MSC Trustgate.com Sdn Bhd

NEC Corporation (M) Sdn Bhd

NTT MSC Sdn Bhd

O'Connor's Engineering Sdn Bhd

Perbadanan Bekalan Air Pulau

Pinang

Pertubuhan Keselamatan Social

Privasia Sdn Bhd

Prometric Technology Sdn Bhd

Rentwise Sdn Bhd

Ricoh (Malaysia) Sdn Bhd

Sapura Research Sdn Bhd

Suruhanjaya Syarikat Malaysia

Technip Geoproduction (M) Sdn Bhd

Telekom Malaysia Berhad

TGV Cinemas Sdn Bhd

The Global University of Islamic

Finance

TMS Software Sdn Bhd

UMW Corporation Sdn Bhd

Viewpoint Research Corp Sdn Bhd

Worldwide Holdings Berhad

Participants' Feedbacks

“Enjoyable training. Roshini delivers perfectly. Thanks.” -SAP Security & Administration, IBM Malaysia

“Fun and knowledgeable training. Facilitator is prepared and knowledgeable. Not boring. Feels warm welcomed. Looking forward for next course. Will recommend to management for in-house training.” - Service Administrator, O'Connor's Engineering Sdn Bhd

“Workshop is lively and learning is fun. Contents are relevant.”

“This program manage to reach the objective, facilitator having a very good experience on those field, manage to share real-thing that happen in the outside world of job industries good job.”

16th
SESSION
SINCE 2010!

95%
Score on Trainer's
Feedback – Last
Session
(April 2017)

154
Numbers of
participants that have
joined this course
(public workshop)
since 2010



To Register or For More
Information

Kindly call **03-7728 2623** or
email to **info@atcen.com**
www.atcen.com