

CERTIFIED HELP DESK PROFESSIONAL



ATCEN SM

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Date : 1st – 2nd August 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

Ken Ng



Ken serves as Principal Consultant for The ATCEN Group – the People Development expert. He is a Certified Professional Speaker, Certified Support Manager from Service Support Professionals Association of America, Certified Trainer from Western Kentucky University, USA and holds a BSc in Marketing and Organizational Communication. Ken has been in the forefront of the Asian sales and customer interaction management industry since the mid-90's and is better known as the "Sifu" to his peers, colleagues, partners and customers.

With more than 25 years of both strategic and operational service, sales and customer interaction experience, Ken is an author of numerous articles distributed internationally and has conducted in-depth research and studies on service, sales, marketing, contact centers and the customer experience in Asia Pacific. Dynamic and energetic, he is a much sought after speaker and has been involved in providing strategic directions for the Asian service, sales, marketing and customer contact management industry through summits, congresses, conferences and knowledge sharing tradeshows. He is nominated by the Customer Relationship Management & Contact Centre Association of Malaysia (CRM & CCAM) as one of the notable judges in the highly recognized CRM & CCAM Annual Awards in the individual and operations categories since 2005.

His expertise has led to consulting and performance enhancement engagements regionally with Multi-national Companies, Large Local Conglomerates and Government Linked Companies, where he focuses on the mission critical aspects of Contact Centre service, sales, marketing and customer interaction Strategic Sales and Service Blueprint design, Turnkey Contact Centre projects, Human Capital Recruitment & Development, Service, Sales & Marketing Framework, People Motivation & Teamwork, Business Development, Key Account Servicing, Business Process Rejuvenation, Performance Management implementation and Contact Center Management.

Ken first became involved with contact centres and customer interaction in the mid-80's while he was still in America. Since then, he has held a variety of leadership, management and operational roles in service, sales, marketing and collections for major service and sales operations. Ken is also a pioneer/owner of the first premier cyber cafe chain in Malaysia and has held key positions in many organizations such as Senior Consultant with the largest Business Process Outsourcing organization in Asia, Head of Technical Support for the Nokia Care Line responsible for supporting the South East Asia and Asia Pacific region, Contact Centre and Marketing Consultant for Microsoft Malaysia to Sales and Marketing Strategist for the Kirby Company, USA and many 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**