

CERTIFIED HELP DESK PROFESSIONAL

ATCEN

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Duration : 2 days
Venue : Kuala Lumpur


WKU 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

Certified Help Desk Professional

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

Certified Help Desk Professional

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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Program Facilitator

Jay Kumar

Trainer

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 developed 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 can 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, HP, Celcom Axiata, Telekom Malaysia, POS Malaysia, VADS, Singtel, OPTUS (Australia), ASTRO, DHL, Kraiburg TPE, A&H Meyer, DRB-HICOM, Penang Skills and Development Centre (PSDC), Multimedia University (MMU), Taylor's University, SP Setia, Tropicana Corporation, CITY Facilities Management, SPR Energy (Sabah), Shell (Brunei), Big Dutchman, Kerry Ingredients, Jotun Malaysia, GBA Corporation, IPG Mediabrand, AXA Assistance IPA (Singapore), Tenaga Nasional Berhad, Jabatan Bekalan Air Malaysia, Institut Jantung Negara, Ministry of Health Malaysia, Siemens Healthineers, University of Malaya Medical Centre, Syarikat Suruhanjaya Malaysia, Khazanah Nasional, Malaysia Airports Holdings Berhad, B Braun, Watson's Malaysia, Tesco Malaysia, Johnson & Johnson, Mydin Stores, Stemplife Malaysia, Danone Dumex, Seri Pacific Hotel, PNB Darby Park Suites, Meliã Kuala Lumpur Hotel, Eastern & Oriental 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	GHL Systems Berhad	O'Connor's Engineering Sdn Bhd
AmBank Berhad	Grand-Flo Spritvest Sdn Bhd	Perbadanan Bekalan Air Pulau
Asian Finance Bank Bhd	IBM Malaysia	Pinang
Bank Of China(Malaysia)	Institut Jantung Negara (IJN)	Pertubuhan Keselamatan Social
Berhad	Institut KWSP	PORTMAN College
Bank Pembangunan Malaysia	iPerintis Sdn Bhd	Privasia Sdn Bhd
Berhad	ISM Insurance Services Sdn Bhd	Prometric Technology Sdn Bhd
BIMB Securities Sdn Bhd	Jabatan Pendaftaran Negara	Rentwise Sdn Bhd
Century Software (M) Sdn Bhd	Kaf Investment Bank Berhad	Ricoh (Malaysia) Sdn Bhd
CSC ESI Sdn Bhd	Khazanah Nasional Berhad	Sapura Research Sdn Bhd
CSC Malaysia Sdn Bhd	KUB Malaysia Berhad	Suruhanjaya Syarikat Malaysia
Dar al-Hekma University,	KWSP	Technip Geoproduction (M) Sdn Bhd
Jeddah	Malaysian Electronic Cleaning	Telekom Malaysia Berhad
Digicert Sdn Bhd	Corporation Sdn Bhd	TGV Cinemas Sdn Bhd
E-Genting Sdn Bhd	Masterplan Consulting Sdn Bhd	The Global University of Islamic
Epson Malaysia Sdn Bhd	Mesiniaga Berhad	Finance
Etiqa Insurance & Takaful	Mesiniaga Services Sdn Bhd	TMS Software Sdn Bhd
Felda Prodata System Sdn	Mesniaga Berhad	UMW Corporation Sdn Bhd
Bhd	MSC Trustgate.com Sdn Bhd	Viewpoint Research Corp Sdn Bhd
Formis Network Services Sdn	NEC Corporation (M) Sdn Bhd	Worldwide Holdings Berhad
Bhd	NTT MSC Sdn Bhd	
Fuji Xerox Asia Pacific Pte Ltd		

Participants' Feedbacks

“Enjoyable training. Facilitator 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.”

22nd
SESSION
SINCE 2010!

90%
Score on Trainer's
Feedback – Last
Session
(August 2018)

211
Numbers of
participants that have
joined this course
(public workshop)
since 2010