SCA: Support Centre Analyst

Course Details

Course Code: SCA

Duration: 2 days

Notes:

- This course syllabus should be used to determine whether the course is appropriate for the students, based on their current skills and technical training needs.
- Course content, prices, and availability are subject to change without notice.
- Terms and Conditions apply

Elements of this syllabus are subject to change.

About this course

Develop the skills to create exceptional customer experiences.

Service desk professionals and support centre analysts provide front-line support and act as the primary contact for customers. It is important that these service desk professionals provide the highest quality customer care with every interaction.

HDI Support Centre Analyst training focuses on service desk strategies for effective customer service, emphasising problem-solving and troubleshooting skills, call-handling procedures, incident management, communication skills and an introduction to ITIL® processes

At Course Completion

After completing this course, students will be able to:

- The process of Incident Management - from detection & recording to closure.
- Critical thinking skills to resolve incidents quickly & consistently.
- The importance of Total Contact Ownership.
- An awareness of the core processes & best practices used in service & support.
- Valuable active listening skills & effective communication strategies.
- Proven techniques for improving customer interactions; &
- Effective strategies for managing difficult customers

Unit 1: Role of the Support Center Analyst
- Support Industry Evolution
- The Role of the Analyst
- The Value of the Analyst
- The Future of Service and Support

Unit 2: Structural Framework of Service and Support
- Understanding the Business
- Structural Components Overview
- Strategy
- Services
- Service Level Management
- Standard Operating Procedures
- Business Alignment

Unit 3: Service Management Processes
- Best Practices for Service and Support
- Incident Management
- Request Fulfillment
- Access Management
- Security Management
- Knowledge Management

Unit 4: Tools, Technology, and Service Delivery
- Systems Thinking Approach
- Support Tools and Technology
- Support Delivery Methods
- Social Media

Unit 5: Understanding Metrics
- Systems Thinking-Applied to Metrics
- Metrics
- Dashboards
- Quality Assurance

Unit 6: Communication Essentials
- Communication Essentials
- Active Listening
- Voice Components
- Effective Word Choices
- Written Communication
- Effective Cross-Cultural Communication

Unit 7: Troubleshooting & Incident Management
- Troubleshooting and Problem-solving
- The Incident Management Process

Unit 8: Customer Management Skills
- Challenging Customer Behaviours
- Emotional intelligence
- Expressing Empathy
- Managing Customer Behaviours

Unit 9: Personal and Professional Development
- SWOT Assessment
- Personal Development Skills Overview
- Time Management
- Stress Management
- Managing Your Career