ATCEN℠

CERTIFIED HELP DESK PROFESSIONAL

Date : 20th – 21st April 2016
Venue : Vistana Hotel, 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.

Who Should Attend?

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

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

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

Program Facilitator

Roshini Visvanathan

Roshini is a Training Consultant with the ATCEN Group. She graduated with honors from the University of Malaya and since then has had the opportunity of working with several national and international organizations. She is a Certified Professional Trainer (USA), Certified Contact Centre Manager and a Coach.

Prior to joining ATCEN, Roshini has worked in the Insurance, Banking as well as Technology industry. Coming from a corporate management environment, Roshini has extensive experience leading teams in projects involving process improvement in areas such as Customer Service as well as Service Quality Management.

Having had experience in the many facets of customer service including face to face customer interaction, Complaints and Escalation management via the phone as well as emails, Roshini is well versed with the technicalities and skills needed to handle today's customers in the contact center environment. She also has good experience managing people from very diverse cultures, backgrounds and countries.

Furthermore having dealt with many difficult customer situations, she is very experienced in training first level as well as second level customer support staff to better see the techniques in handling complicated cases involving people, processes and products.

As a trainer Roshini has conducted trainings and workshops in many different areas. This includes Contact Center Team Leader, Contact Center Manager, Contact Center Coach, Help Desk Professional, Contact Center Professional, Call Quality Management, Managing Difficult Customers, The Total Customer Experience, Telephone Etiquette, Negotiation Skills, Process Improvement, Effective Communication Skills, Delivering Resolutions to Customers, Telesales skills, Presentation skills, as well as Quality Improvement. Roshini has undertaken projects related to change management and Needs Based Selling.

Roshini is a highly motivated individual that truly believes in the potential of people. She is actively involved in several NGOs related to the development of young adults. Her dynamic personality has many a time been described by people to be contagious. Roshini passionately believes that, "The End of Education is Character" and with the right Character, Anyone can Achieve Success.

Companies that have attended programs with Roshini:
- Hewlett- Packard
- CIMB
- MAA
- ASTRO
- Perodua
- Mesiniaga
- Bank Negara
- Bank Rakyat
- Alfa Laval
- Century Software
- CSC Malaysia
- KWSP
- Tanjong Offshore
- Prometric Technology
- Taylors University College
- DagangNet
- Global Transit
- Maybank
- Celcom
- ETIQA
- Ambank
- RHB Bank
- SONY Malaysia
- Canon
- Takaful
- TNT Malaysia
- Sunway
- AIA
- Alcatel Lucent
- K&N Kenanga
- Heitech Padu
- Perodua
- Atos Origin
- Cosmopoint
- Bank Islam Berhad

Certified Help Desk Professional

21st – 22nd October 2015, Vistana Hotel, Kuala Lumpur

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

Century Software (M) Sdn Bhd
Alliance Bank (M) Sdn Bhd
Asian Finance Bank Bhd
Bank Pembangunan Malaysia Berhad
BIMB Securities Sdn Bhd
CSC ESI Sdn Bhd
CSC Malaysia
Digicert Sdn Bhd
E-Genting Sdn Bhd
Epson Malaysia Sdn Bhd
Etiqa Insurance & Takaful
Felda Prodata
F-Secure Corporation Sdn Bhd
Worldwide Holdings Berhad

Fuji Xerox Asia Pacific Pte Ltd
GHL Systems Berhad
Grand-Flo Spritvest Sdn Bhd
Institut KWSP
iPerintis Sdn Bhd
ISM Insurance Services Sdn Bhd
Itelligence Outsourcing MSC Sdn Bhd
Jabatan Pendaftaran Negara
Kaf Investment Bank Berhad
Khazanah Nasional Bhd
KUB Malaysia Berhad
KWSP

Malaysian Electronic Clearing
Mesiniaga Services Sdn Bhd
MSC Trustgate.com Sdn Bhd
NEC Corporation of Malaysia Sdn Bhd
Nettium Sdn Bhd
OCBC Bank (M) 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
UMW Corporation Sdn Bhd
Viewpoint Research Corporation Sdn Bhd

Participants' Feedbacks

"Workshop is lively and learning is fun. Contents are relevant."

12th SESSION SINCE 2010!!!

Registration Form

Certified Help Desk Professional

20th – 21st April 2016, Vistana Hotel, Kuala Lumpur

Participant 1
Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Participant 2
Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Participant 3
Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

**Workshop Investment – RM2,800
per participant**
(6% GST is chargeable)
Group Discount of 10% for 3 or more participants who register for the workshop at the same time and are from the same organization.

Price is inclusive of all materials, examination fees, lunches and tea-break.

This training is PSMB claimable
subject to PSMB approval

To register, complete this form:
1. Email form back to sender's email address/ shera@atcen.com
2. Fax this form to +603-7728 2620

Bank Draft:
Payable to **ATCEN SDN BHD** and courier to:
D-05-12, Ritze Perdana Business Centre,
Jalan PJU 8/2, Damansara Perdana 47820 PJ,
Malaysia.

By Direct Transfer:
Account Name: **ATCEN Sdn Bhd**
Bank : Public Bank Berhad
Acc No : 3-1304600-34

All bank charges to be borne by payer.

Human Resource / Approving Manager: _____
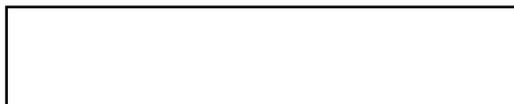
Job Title: _____   Email: _____

Company Name: _____

Address:
_____

Tel: _____   Fax: _____

Authorized
Signature: _____   Invoice Attention To (Mr/Ms):_____

Company Stamp Chop:

For further information, kindly email your enquiry to
shera@atcen.com

Terms & Conditions

1. Upon receipt of a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend the conference or training workshop.
2. Payment is required with registration and must be received prior to the event to guarantee the seat.
3. Payment has to be received 7 working days prior to the event date to confirm registration.
4. Payment is non-refundable if cancellation occurs 7 working days prior to event commencement. However a substitute is welcome at no additional charges
5. If cancellation occurs 7 working days prior to the event commencement and there is no substitute, the organizer reserves the right to charge 100% of the total investment from your organization.
6. Walk-in participants with payment will only be admitted on the basis of seat availability at the event and with immediate full payment.
7. The organizer reserves the right to make any amendments and/or changes to the workshop, venue, facilitator replacements and/or modules if warranted by circumstances beyond its control.
8. The information that you provide in the Registration Form and information provided at any other time during the event, can be used by the organizer and related parties to offer, provide and continue to improve its programs and other services. Participants are responsible to advise the organizer if they do not wish to be included in the above.

For Office Use Only

Corporate Sales Consultant: SHERA   Invoice Number: Invoice Date: