



SUPPORT CENTER

# ANALYST

SKILLS BUILDING & CERTIFICATION TRAINING

## About HDI®

HDI, the world's largest membership association for IT service and support professionals, focuses on establishing best industry practices, developing certification and training programs based on internationally-recognized standards\*, and providing members with timely access to valuable industry resources and events.

## Course Overview

The support center analyst provides front line support and represents the entire organization. For this reason, it is important that the analyst provides the highest quality customer care with every interaction.

HDI's **Support Center Analyst (SCA)** course focuses on strategies for effective customer care and problem resolution, as well as the fundamentals for support center processes and tools. In this two-day course, using real world scenarios and significant group interaction, analysts will develop skills to manage the relationships between customers and their support team by learning to:

- Assess customer business needs and exceed customer expectations
- Improve critical thinking skills to resolve incidents quickly and consistently
- Satisfy customers by using active listening skills and effective communication strategies
- Identify and diffuse challenging customer behavior
- Create win-win interactions with customers, management, and team members
- Develop an awareness of the core processes used in service and support

## Who Should Attend

Support staff who want to develop a knowledge and understanding of help desk and support center operations, and those who are seeking HDI Support Center Analyst Certification.

## Pre-requisites

No previous support center experience is required.

## Training Methods and Pricing

Includes instruction, on-line exam prep, and certification exam.

**On-site:** A two-day course conducted at your company's site.  
Call **1-800-248-5667** for pricing.

**On-line:** 12-16 hours of self-paced, economical training.  
**HDI member price:** \$545 per person  
**Non-member price:** \$595 per person

**Classroom:** Interactive two-day course among peers.  
**HDI member price:** \$1,295 per person  
**Non-member price:** \$1,395 per person

## Certification

Students will be eligible to schedule their certification exam after completion of this course.

## How to Register

Call: **1-800-248-5667**

Visit: [www.ThinkHDI.com/training](http://www.ThinkHDI.com/training)

*\*This course combines HDI's internationally-recognized standards with STI Knowledge® best practices to create the industry's foremost training and certification curriculum.*



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