



CERTIFIED Help Desk Manager™ (CHDM)



Course Overview

Managers must master the tools and techniques for establishing the customer support center as the focal point for technology in the corporation. Whether implementing a new customer support center or rejuvenating an existing one, this course will present a renewed vision for leading the support team.

Managers will discover how to promote the support organization to customers and management. They will learn the framework for a world-class customer support center, as well as how to build and retain a qualified team of professionals. This two-day course addresses the importance of managing the customer support center's image and exceeding customer expectations by elevating customer care and professionalism.

In order to be successful, managers must understand their strategic role in the overall business strategy. What the manager does or does not do impacts the company. This course will teach the manager how to demonstrate a greater Return on Investment (ROI), develop and maintain formal procedures for increased productivity and consistency, implement methodologies to improve First Contact Resolution, manage customer perceptions, and build strong internal relationships. This course will also address how to choose appropriate technology and tools to maximize effectiveness, and how to design and implement programs for support staff retention.

Prerequisites

Course delegates should be familiar with the basic concepts of a customer support center, its purpose and the primary tasks it performs. No previous customer support center management experience is required. Completion of the Certified Help Desk Professional™ (CHDP) course is recommended.

Certification Steps

The CHDM Certification consists of two parts: class attendance and a certification exam. Course delegates will have four weeks from the class date to complete the web-based certification exam. Course delegates are given 2½ hours to complete the 50-question exam and must achieve at least 90 percent accuracy in order to obtain certification. If necessary, an STI Knowledge Certified Instructor will review the exam and help the participant plan for success.

Course Outline:

- ➔ Evolution of the Support Industry
 - Support Models of the Past
 - Merging into a Knowledge Center
 - Benefits of a Knowledge Center
 - The Support Maturity Curve
 - The Knowledge Center's Role in the Business
- ➔ Establishing the Value of the Support Center
 - Effect Equals Cost
 - Change Management's Perception
 - Understanding the Cost to Maintain the Organization
 - Establishing the Value of the Support Center
 - Return on Investment
 - Find the Money
- ➔ Framework for a World-Class Knowledge Center
 - The Mission Statement
 - Service Level Agreements
 - Create a Service Level Agreement
 - Standard Operating Procedures
 - Creating Standard Operating Procedures
 - Framework Alignment
- ➔ Tools and Technology
 - The Drive Towards an e>Support Knowledge Center
 - e>Support Defined
 - The Components of an e>Support Knowledge Center
 - Case Management Software
 - Knowledge Base Tools
 - Telephony Technology Tools
 - Other Customer Support Tools
 - The E>Support Contact Engine
 - Selecting Tools and Technology
- ➔ The Physical Environment of a Support Center
 - Structural Considerations
 - Centralized Structure
 - Decentralized Structure
 - The Importance of Ergonomics
- ➔ Staffing the Support Center
 - Determining Staffing Levels
 - Calculating Gross Staffing Model
 - Recruiting and Hiring the Right Candidate
 - Scheduling
- ➔ Training
 - The Importance of Training
 - The Adult Learner
 - Support Center Training Methods
 - Improving your Training Process
 - Measuring Training Effectiveness
 - Evaluating Training Programs
 - Motivation and Retention
 - Building an Incentive Program
- ➔ Managing a Successful Support Center Team
 - Building a World-Class Team
 - Effective Management Behaviors
 - Understanding Your Current Management Style
 - Power-Based Management
 - The Management Cycle
 - Performance Metrics
 - Defining and Understanding Metrics
 - Reporting
 - Call Monitoring and Quality Assurance
 - Coaching a World-class Team
 - Positive Progressive Discipline
- ➔ Market the Support Center
 - Importance of Marketing
 - When to Market
 - Who to Market To
 - How to Market

\$1,495.00 per student

Want to learn more?

Let STI Knowledge, Zavata's education and certification team, educate and certify your professionals to become world-class. For more information, call an Education Account Manager today at 800.350.5781 or email us at certification@zavata.com.



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