

Course Outline

Unit 1: Support Center Overview

- The Support Organization's Role in Business
- Role of the Technical Support Professional
- Value of the Technical Support Professional

Unit 2: Strategic Framework

- Strategic Perspective
- The Service Catalog
- Service Level Management
- Standard Operating Procedures
- Business Alignment

Unit 3: Support Processes and Operations

- Best Practices
- ITIL
- Service Operation Functions
- Service Operation Processes
- Service Design Processes
- Service Transition Processes

Unit 4: Continual Service Improvement Process

- Continual Service Improvement
- Quality Assurance
- Metrics
- Performance Reporting

Unit 5: Support Delivery Methods & Technology

- Support Center Infrastructure
- Support Delivery Methods
- Cloud Services
- Remote Management
- Service Management Systems

Unit 6: Communication Skills

- Communicating with Stakeholders
- Communication Barriers
- Communication Filters
- Communication Enablers
- Global Communication
- Vocal Elements
- Body Language
- Active Listening

Unit 7: Customer Management Skills

- Your Customer's Psychological Needs
- Empathy
- Emotional Intelligence
- Handling Conflict
- Customer Competency Levels

Unit 8: Problem-Solving and Troubleshooting Skills

- Problem-Solving Approach
- Questioning Skills
- Handling Escalations
- Investigation and Diagnosis
- Root Cause Analysis
- Effective Documentation

Unit 9: Teamwork, Time Management, and Stress Management

- Teamwork
- Time Management Skills
- Stress Management Skills