



HDI Customer Service Representative

Acronym/Nickname	Certification Body HDI	
Description <p>This one-day skills training and certification course introduces the skills and techniques required to provide exceptional customer service and support. It applies to both support center and call center environments.</p> <p>Students will learn call handling best practices; communication and listening techniques; documentation, problem solving and troubleshooting skills; conflict negotiation; and responses to difficult customer behaviors.</p>	Certification Level Covered competencies The candidates will learn: <ul style="list-style-type: none"> • How to assess customer business needs and exceed customer expectations • Critical thinking skills to resolve incidents quickly and consistently • Active listening skills and effective communication strategies • How to identify and defuse challenging customer behavior • An awareness of the core processes and best practices used in service and support Requirements Must attend the online training and pass the certification exam	
Target <ol style="list-style-type: none"> 1. Support professionals from Customer Service Centers, Call Centers, and Support Centers who want to improve their customer service skills 2. Those who are seeking HDI Customer Service Representative Certification. 	Career Path	
Authorized Testing Center: HDI Online	Indicative Fee* HDI Members 345 USD Non-members 395 USD	Certification Schedule**
<small>* Fees are exclusive of VAT and wire transfer fee ** Fees and schedules are subject to change without prior notice, please get in touch with Authorized Testing Centers through contact details below</small>		
Recommended/Preparatory Training		
Where to get more information: http://www.thinkhdi.com/certification http://www.pearsonvue.com/hdi/		