



## HDI Support Center Analyst

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|---|---|---------------------------------|
| <b>Acronym/Nickname</b>   | <b>Certification Body</b><br>HDI  |                                 |
| <b>Description</b><br><p>Support center analysts provide front line support and act as the primary contact for customers. For this reason, it is important that these help desk professionals provide the highest quality customer care with every interaction.</p> <p>The HDI Support Center Analyst course focuses on strategies for effective customer care and problem resolution, as well as the fundamentals for help desk, support center, and customer support processes and tools, and an introduction to ITIL® processes.</p> | <b>Certification Level</b><br><br><b>Covered competencies</b><br>The candidates will learn: <ul style="list-style-type: none"> <li>• How to assess customer business needs and exceed customer expectations</li> <li>• Critical thinking skills to resolve incidents quickly and consistently</li> <li>• Active listening skills and effective communication strategies</li> <li>• How to identify and defuse challenging customer behavior</li> <li>• Ways to create win-win interactions with customers, management, and team members</li> <li>• An awareness of ITIL® processes</li> </ul><br><b>Requirements</b><br>Must attend the online training and pass the certification exam |                                 |
| <b>Target</b><br><br><ol style="list-style-type: none"> <li>1. Support staff who want to develop a knowledge and understanding of help desk and support center operations</li> <li>2. and those who are seeking HDI Support Center Analyst Certification.</li> </ol>  | <b>Career Path</b>  |                                 |
| <b>Authorized Testing Center:</b><br><br>HDI Online<br><br><small>* Fees are exclusive of VAT and wire transfer fee<br/>         ** Fees and schedules are subject to change without prior notice, please get in touch with Authorized Testing Centers through contact details below</small>  | <b>Indicative Fee*</b><br><br>HDI Members 545 USD<br>Non-members 595 USD  | <b>Certification Schedule**</b> |
| <b>Recommended/Preparatory Training</b>   |   |                                 |
| <b>Where to get more information:</b><br><a href="http://www.thinkhdi.com/certification">http://www.thinkhdi.com/certification</a><br><br><a href="http://www.pearsonvue.com/hdi/">http://www.pearsonvue.com/hdi/</a>   |   |                                 |