
The Help Desk Operator

A two day programme

Customers are the lifeblood of any business and their contact with the company is you. Alternatively, you could be providing an internal support service like IS, there is no difference in how a customer should be treated be they external or internal. This two-day programme sets out how you deal with customers on a daily basis. The examples and exercises in the programme derive from actual consultancy assignments that lend a pragmatic and practical edge to the two days.

Key elements of the help desk operation

Good service is, 'An attempt to fulfil the expectations of the customer'. The important word here is expectations because if we do not set the customers expectations then they can assume anything. Therefore, we must ensure that our customers know just what to expect from us so that you as the operator can easily meet those expectations.

As a member of first line support to all customers, the operator answers all calls to the Help Desk assessing the priority and dealing with the issues when able. Otherwise, calls assigned to the most appropriate person. Be proactive in identification of areas where performance can be improved or developed through effective management and analysis of data contained within the Helpdesk System. Operators have a proactive involvement in the identification and development of areas that improve the quality of the response. Especially the response to operational incidents and the task of increasing the number of calls resolved at the first point of contact.

The programme enables participants to:

- Learn and practice the behavioural skills necessary to become a professional
- Learn the techniques of how to deal effectively with customers
- Be able to confidently handle difficult situations
- Be better able to solve problems
- Learn how to operate in a team environment successfully
- Improve your personal performance

Learning outcomes:

Completing this programme enables people to improve their interpersonal skills and start a customer service career. The crucial role of the operator enables people to appreciate the key concepts of customer service as the first point of contact. In addition, people who become good operators are ideal material for full support tasks such as customer liaison staff.

Programme Agenda

Service

Customer expectations
Material Service
Personal service
Why one is no good without the other

Tools of the trade

Attitude
Active listening
Assertiveness and sounding confident
Telephone techniques

Handling the customers

Call handling methodology
Help desk scenario
Role plays
Individual feedback

Teamwork

Organising work
Shared responsibility
Job rotation

Stress awareness

When does stress happen?
Positive stress
We pay a high price for negative stress
Techniques to reduce negative stress

Typical delegates are:

People engaged in customer services that require a deeper understanding of how to provide a professional customer service. In addition, people who need to improve their human skills.

Dealing with customers

Know the customer
Know the business
Know the rules
Customer types

Dealing with problems

Information gathering
Information giving
Analysis
Alternative
Action plans
Teamwork
Preventing re-occurrence

Motivation

Why?
How?
What makes some people better
How the boss can help

Dealing with suppliers and maintainers

Know the service provider
Know the business
Know the rules

Personal quality improvement

What can I do?
How to plan improvement
How to achieve improvement
Starting your action plan
Remember it should be fun