

The Helpdesk Business

Catalogue Number: AMTHDB05V2.1

Aim

To improve service level standards in new and experienced help desk agents and develop high levels of performance across your organisation.

Target audience

- Newcomers to help desk operations
- People moving into a new help desk role
- Experienced help desk agents looking for a refresher

Duration

2.5 to 3.5 hours (excluding knowledge base of administrator input content)

Objectives

Users will learn how to:

- Prepare to deliver world class service
- Receive calls and understand customers' needs
- Handle difficult calls and get to the heart every caller's problem
- Build rapport and add value to every call
- Adopt the best strategy for problem solving
- Solve problems logically

Features

- Thought-provoking videos full of tips and ideas on how to improve
- Based on highly successful tutor-led courses, proven to get results
- Built in content editing tools allowing you to input real work scenarios
- Built in customisation tools enabling you to incorporate corporate colour and logo
- Knowledge base custom content section, including custom questions
- User bookmarking, allowing easy access to the course
- Include recordings of actual calls for the most realistic training
- Learner action planning to encourage learners to put ideas into action
- Administration features include user tracking, user scores, add and delete users, feedback review and action plan review
- Flexible licensing with built in upgrade feature

Contents

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|-------------------------------------|--------------------------------|
| • Introduction | • Questioning Skills |
| • User Guide | • Understanding Customers |
| • Help Desk Essentials | • Building Rapport - help desk |
| • Ready to Care - help desk | • Adding Value - help desk |
| • Receiving Calls - voice recording | • Using Email |
| • Ending Calls | • Keeping Records |
| • Difficult Calls | • Example Calls |
| • Introduction to Problem Solving | |
| • Problem Solving Strategies | • Action Planning |
| • Logical Problem Solving | • User Feedback |
- Knowledge Base - to allow administrator input of training content and tests

Try before you buy

Using Amtek's flexible licensing system you can try a fully functioning version of this product on your PC before purchase. You get a single user licence for 14 days. At the end of the 14 days it's easy to upgrade to a network or a standalone system (all the software is included on the installation CD-ROM). Just contact your system vendor for a licence upgrade key; you can do it over the phone and it will only take a few minutes. If you decide not to go ahead, simply return the CD in its original packaging to your supplier, with nothing to pay. It really is e-learning made simple.

Available September 2010

Develop consistent world-class agent performance and meet service level targets

Available September 2010

High quality, motivational video full of tips and ideas that will get results today

Available September 2010

Fully featured content editing tools, user tracking functions and action planning feature



Available in pound, euro, dollar and not-for-profit versions

contact your vendor for more details