

Corporate Readiness Certificate.



SYLLABUS

Client Management in IT Environment

[Number of hours: 29 h]

DESCRIPTION OF THE COURSE

The course will cover the essentials of Service Desk (SD) work, basic IT technical skills and knowledge used at SD. The basics will be covered based on IBM Service Desk good practices and experience developed internally and commonly used to support all of IBM customers. There will be multiple workshops with practical exercises using different methodologies among others design thinking.

REQUIREMENTS

- Fluent English in speech and writing
- Good communication skills
- Knowledge of basic concepts of customer service
- Knowledge of basic computer skills
- Analytical thinking

REQUIRED BACKGROUND

To successfully complete this course, attendee must participate in the courses and pass the final exam which consists of theoretical knowledge and soft skills check.

PASSING CRITERIA

To successfully complete this course active participation in sessions and passing the final test are required.

ADDITIONAL INFORMATION ON COURSE

Cloud solutions are one of the most important topics in IT. Almost every company is already using Cloud or is on journey towards Cloud. There are many advantages of this approach but the most important are efficient utilization of resources, flexibility, standardization and high level of automation. Whoever is seriously thinking about career in IT needs to be familiar with these concepts and DevOps culture. Participating in this course with IBM that is no. 1 Cloud company world-wide (after buying Red Hat) gives students possibility to work with best professionals on the market.

BENEFITS FOR THE PARTICIPANTS

Course participants will gain basic skills needed for working at any Service Desk. Students will learn that working on Service Desk can be very demanding, but also extremely rewarding. First level of technical support agents learn something new almost every day. They are constantly being faced with different obstacles and challenges and that is why they acquire, in their day-to-day job, many transferable skills required not only in customer service, but also in other various positions. The program is focusing on improving communication, listening, problem-solving and troubleshooting skills. Students will also get familiar with methodology of design thinking. All those skills are highly valued on customer care positions, but also give new employees on the market a unique set of skills that are useful in many other positions, ranging from a scientist to an international CEO.

CONTENT & LITERATURE

The trainers will use presentations developed for the CRC academic initiative, as well as sticky notes, whiteboard, printed case studies and scripts. Trainers will be presenting real life examples, videos and audio recordings.

TECHNICAL REQUIREMENTS FOR UNIVERSITY

- Classroom
- Projector
- Whiteboard
- Speakers

COURSE OVERVIEW

1. Introduction test

2.1. Service Desk overview and role presentation

- IBM CIC overview
- What is Service Desk?

- Scope of tasks
- SLAs, KPIs, metrics
- Skills
- Roles and development opportunities

2.2. Cyber Security

- What is Cyber Security and its advantages
- Why Cyber Security is needed - confidentiality, integrity, availability.
- Types of Cybercrimes
- Business scenario of Cybercrime
- Motives behind Cybercrime
- Types of hackers
- Password security
- Most common attacks in Cyber Security
- Phishing
- Vishing
- How does Cyber Security work
- How to prevent cybercriminals attack

3. Call handling and difficult client

- Call structure – opening and closing the call
- Good call practices – interaction, phrases, flow, hold procedure, dead air
- Procedures
- Importance of good customer service
- Customer expectations (sticky notes)
- Communication skills and active listening
- Communication barriers
- Empathy and respect
- Types of difficult clients
- How to handle difficult clients (practical workshop)
- Design thinking exercise

4.1. Quality + evaluation

- Defining customer
- How does the customer satisfaction affect the success of an organization
- What is customer satisfaction survey
- Customer feedback process and quality measurement
- Expectations of a customer service
- Costs of poor customer service
- Dynamics of customer relations
- Quality monitoring tools
- Forms for agents' evaluation
- Achieving service through SLA/SLO
- Design thinking exercises

4.2. Test calls - workshop

- Theory part:
- How a call structure should look like

- How to use soft skills while talking to customer
- Problem determination questions
- Which tools might be used during problem determination on the call
- How to finish a call with a customer and how to increase customer's satisfaction
- How to bring "added value" to the conversation
- Workshop part: working in pairs
- How to handle different types of customer:
 - demanding user
 - new employee
 - bored user
 - indecisive user
 - talkative user
- Feedback about your performance from the trainer and the rest of the group

5. Language issues + Business email + chat netiquette

- Language issues
- Common mistakes in the introduction and opening of the call
- How to maintain a call flow and how to get to know that you lost it
- Importance of paraphrasing
- Positive, neutral and negative language
- How NOT to put the user on hold
- How to murder a call with usage of dead air
- Issues with call closing
- The phrases that should not be told to the customer
- Business email
- General rules of writing a formal e-mail
- Elements of formal email
- Structure of a formal communication
- Dos and don'ts
- How to keep a high standard of communication with the customer
- How to meet quality expectations of the customer
- Chat netiquette
- How to use punctuation marks
- Capitalized sentences
- Emoticons usage
- Abbreviations
- Emotionally loaded topics
- Positive intend, ambiguity, transparency
- How do we deal with typos
- Should we practice email-chat?
- Instant messaging = instant replying?
- What image should I use in the chat
- Tailor the level of formality

6. Problem determination and troubleshooting

- Problem determination
- Troubleshooting is a process of elimination

- Importance of good troubleshooting
- Responsibility and avoidance
- Open mindset
- Emotional intelligence
- Root call analysis
- Funnel technique
- Open questions, probing questions, closed questions
- Five whys
- Troubleshooting
- How to troubleshoot issues
- Basic troubleshooting structure
- Why all the steps are important?
- How to troubleshoot software
- How to troubleshoot hardware
- Case study

7.1. Ticket handling

- What is the Service Desk ticket?
- Common ticketing tools
- Types of tickets
- Ticket handling
- Ticket life handle

7.2. Networking - VPN, Intranet + browsers

- What is networking?
- How networks work
- Types of network
- VPN
- Intranet
- Browsers and Internet Options
- DNS files

8. Practical workshop – case handling with ticket creation

- Speed dating structure exercise
- Creating tickets

9. Final test exam