



CUSTOMER SUPPORT SPECIALIST

SKILLS BUILDING & CERTIFICATION TRAINING

About HDI®

HDI, the world's largest membership association for IT service and support professionals, focuses on establishing best industry practices, developing certification and training programs based on internationally-recognized standards*, and providing members with timely access to valuable industry resources and events.

Course Overview

Providing the highest level of customer service and support is the foundation of all successful service and support centers. HDI's **Customer Support Specialist (CSS)** course is targeted to individuals wishing to qualify to work in a customer support center. HDI-certified Customer Support Specialists are tested to ensure they meet the required standards for providing unsurpassed customer service, including:

- Key roles and responsibilities of a customer support specialist
- An understanding of the support center environment
- Skills and competencies required to succeed as a customer support specialist
- The importance and benefits of measuring the delivery of customer service
- How to create "win/win" interactions with customers and co-workers

Who Should Attend

Those who want to develop a knowledge and understanding of help desk and support center operations, and those who are seeking HDI's Customer Support Specialist (CSS) Certification.

Pre-requisites

No previous support center experience is required.

Training Methods and Pricing

Includes instruction and certification exam.

On-site: A two-day course conducted at your company's site.
Call **1-800-248-5667** for pricing.

On-line: 10-12 hours of self-paced, economical training.
HDI member price: \$345 per person
Non-member price: \$395 per person

Certification

Students will be eligible to schedule their certification exam after completion of this course.

How to Register

Call: **1-800-248-5667**

Visit: www.ThinkHDI.com/training

**This course combines HDI's internationally-recognized standards with STI Knowledge® best practices to create the industry's foremost training and certification curriculum.*



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