

SDI® Service Desk Analyst

Duration: 3 Days

Prerequisites:

No prerequisite.

Course Description:

In the rapidly evolving IT support landscape, the SDI® Service Desk Analyst course stands as a pillar of excellence, designed to elevate service desk and support analysts to new heights of professional efficacy and customer service excellence.

Target Audience:

This course is ideal for:

- IT service and support analysts seeking to elevate their career with a recognized qualification.
- Professionals in first-line or second-line support roles looking to enhance their practical skills and knowledge.
- Analysts aiming to deliver exceptional customer service and support within their organizations.

Earning the SDI® Service Desk Analyst qualification signals your dedication to excellence in IT support and customer service. Whether you're aiming to advance in your current role or seeking new opportunities, this course provides the foundation for success in the dynamic field of IT service management.

Enroll in the SDI® Service Desk Analyst course today and take a significant step towards mastering the art of IT support and service desk excellence.

Course Objectives:

Following the completion of the course, you will leave the course with:

- A robust foundation in the skills and knowledge essential for a successful service desk and support analyst.
- Proficiency in delivering efficient and effective support, following SDI's industry best practices.
- Skills to identify customer needs accurately and manage a variety of support situations adeptly.
- Enhanced teamwork capabilities and an understanding of the service desk's role in IT service management.
- Insights into service desk metrics, SLAs, customer satisfaction, and the latest tools and technologies.
- Preparation for the PeopleCert SDA examination.

Course Outlines:

- Roles and Responsibilities
- Relationship Management
- Effective Communications Skills
- Effective Rapport
- Quality Assurance Activities
- Effective Process Management
- IT Service Management
- Problem Solving
- Service Desk Technologies
- Tools and Techniques

REGISTER NOW!

training@trends.com.ph
(+632) 8863-2123
www.trendssacademy.com.ph