

Service Desk Analyst Training

COURSE CONTENT

GET IN TOUCH



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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

Service Desk Analyst training by Multisoft Systems is designed to equip professionals with the essential skills required to manage IT support operations and ensure smooth service delivery in modern organizations. This training focuses on key service desk functions such as incident management, service request handling, problem management, and user support.

Module 1: Roles and Responsibilities

- ✓ To identify and understand the role and responsibilities of the professional Service Desk Analyst
- ✓ To identify and understand the role and responsibilities of the Service Desk
- ✓ To determine the attributes, skills and knowledge of a successful Service Desk Analyst
- ✓ To develop an understanding of Relationship Management from the Service Desk perspective
- ✓ To identify and agree the key requirements for delivering customer satisfaction

Module 2: Effective Communication

- ✓ To identify and understand the principles of effective communication in customer support
- ✓ To understand the differences between face to face, telephone and written communication
- ✓ To identify ways to enable us to communicate more effectively
- ✓ To understand how our attitude and approach can influence and affect others

Module 3: Customer Service Skills and Competencies

- ✓ To understand how to ask questions skilfully
- ✓ To determine the importance of good listening skills
- ✓ To understand the importance of customer service skills in the IT environment

Module 4: Determine the importance of effective cross-cultural communication

- ✓ To understand that assertiveness and confidence are necessary qualities for the SDA
- ✓ To determine methods of dealing with conflict
- ✓ To determine the causes, symptoms and ways to manage stress

Module 5: The Service Desk Environment

- ✓ Examine issues, both internal and external, that can affect our motivation
- ✓ Understand the importance and relevance of ethics within the workplace
- ✓ Determine the importance and benefits of effective teamwork

Module 6: Effective Process Management

- ✓ To understand the ITSM processes most closely linked to the Service Desk
- ✓ To identify the responsibilities, the Service Desk has within those processes
- ✓ To understand the importance of effective incident, problem, change, escalation and asset management processes

Module 7: Managing, Meeting and Maintaining Service Levels

- ✓ Determine the value and benefits of Service Level Agreements
- ✓ Determine the need for and benefits of metrics and objectives within the support environment
- ✓ Understand the importance of effective Customer Satisfaction surveys

Module 8: Problem Solving

- ✓ To determine the steps taken during the problem-solving process
- ✓ To understand the benefits of using a creative problem-solving approach
- ✓ To identify techniques for creative problem solving
- ✓ To practice some problem-solving techniques

Module 9: Tools and Technologies

- ✓ Develop a clear understanding of the support tools and technologies available to Service Desk Analysts
- ✓ To understand and use the terminology of the support industry

- ✓ Determine the benefits of the tools and technologies we use
- ✓ To determine methods for implementing Self-Help and Self Service for end-users