

10 QUALITIES OF A HELP DESK PROFESSIONAL

The good and the bad news is that whenever a customer finds a problem with the service purchased is that the solution is usually unknown. First, so the technician shouldn't put the blame on competition or external reasons. What is needed is an attitude of openness from the professional equipped with the proper tools and a channel to listen to what the customer needs, so that the company can maintain the client and ensure his satisfaction.

A survey made by the American Society for Quality - ASQ demonstrates the reasons why companies lose their customers, their reasons are usually closely related to post-sale. See below the order of importance:

- 1st. Indifference of attendants;
- 2nd. Complaints not answered;
- 3rd. Advantages offered by the competition;
- 4th. No address, changes or loss of reference;
- 5th. For sale reasons.

Knowing this, the HCDI - Help Desk Institute, the largest association of Help Desk professional market, created the world standards and certifications, which are published in its Help Desk and Customer Support practices report, here we can find the top 10 most important qualities for a customer service professional.

In order of importance they are:

First, listening then, verbal skills, knowing how to talk to a client on the phone, learn to ask questions, learn to solve problems, ability to work under pressure, ability to reason logically, learn teamwork, self-control, ability to learn quickly.

5 PILLARS OF SUCCESS INSIDE THE HELP DESK

You should ask yourself, what is needed to have a fantastic technical support department, right? The best technical support departments emphasize the focus on the following factors to ensure user satisfaction, reputation for excellent customer service, and agents available and motivated.

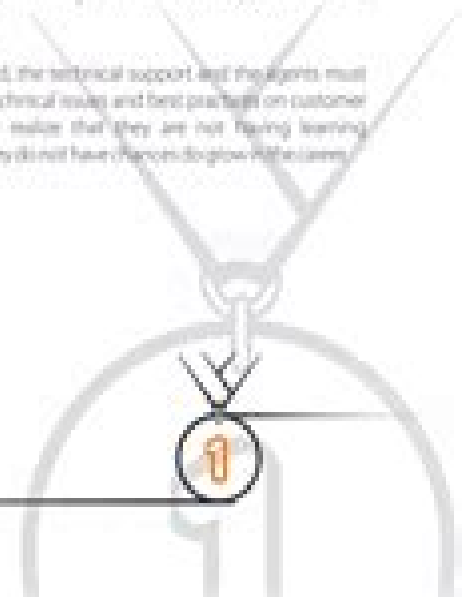
1st. People. The best support departments hire the right people. They hire staff with technical expertise and a friendly attitude with the customer. While technical knowledge can be provided for an agent with skill, it's almost impossible to reprogram a negative attitude.

2nd. Practices. An efficient and effective support technician has fantastic and thoughtful ways to meet the customer's needs. By following the best practices that the department stipulates, the team sets the standard for service and analyzes needed to deliver a fantastic technical support.

3rd. Tools. The most efficient and effective technical support staff uses appropriate tools and technologies to meet customer's needs on the help desk. The more focused the software and hardware used to meet the needs of support, more productive support team will be.

4th. Management. The best technical support managers are not necessarily the best technical people to handle customer calls. The best managers are those who can do "coaching" with the agents, providing feedback that helps them grow as professionals. Besides increasing the productivity of the help desk, the most successful managers of technical support teams are those able to represent and negotiate the issues.

5th. Training. To be motivated and well prepared, the technical support staff and the agents must receive continuous training to stay current on technical issues and best practices on customer service. Best attendants get most when they realize that they are not having learning opportunities to upgrade their skills and when they do not have chances to grow with the team.



It Help Desk Survival Guide Third Edition

Judd E. Hollander



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