

HDI Certification

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Certification Breakdown

- HDI Support Center Manger
- HDI Support Center Team Lead
- HDI Support Center Analyst

Benefits

HDI Support Center Manager

- Ensures that the Support Center Manager has an in-depth understanding of best practices necessary to manage the operations and tactical components of a support center.
- Exam Components
 - Leadership
 - Policy and Strategy
 - People Management
 - Resources
 - Process and Procedures
 - Performance Results

HDI Support Center Team Lead

- Ensures that the team lead has an intermediate understanding of best practices necessary to support operations.
- Exam Components
 - Leadership (30% of the material)
 - Policy and Strategy
 - People Management (30% of the material)
 - Resources
 - Process and Procedures
 - Performance Results

HDI Support Center Analyst

- Ensures that the front line support agents have the knowledge and basic understanding of the components necessary to provide the highest quality of customer care during every encounter.
- Exam Components
 - Leadership
 - Policy and Strategy
 - People Management
 - Resources
 - Process and Procedures (45% of the material)
 - Performance Results

Summary

- We built in HDI training into our on boarding process
- Communication is our core competency and the HDI training allows us to have a common understanding of concepts and components of a support center.
- “If I tell you about your job, that’s one dimensional, if I provide your training and education about your job, then that’s multidimensional”