

**BECOME A GLOBAL
SERVICE DESK
PROFESSIONAL!**



ABOUT THE PROGRAM



- A Short term beginner-friendly course that teaches Customer Relation Skills and Professional Communication.
- A blended virtual learning, available to students across India in which will take you through the proper procedures and processes needed to provide effective customer service.
- This Course will help you to learn MNC's metrics for IT/ITES industry and give wings to your career aspiration as a Global Customer Service Specialist.
- Develop a hands-on experience on the skills and knowledge of management tools, required to deal with individual customers and measure the performance.
- Train you on the methods to retain customers with good customer service skills and we hope that you will gain the required knowledge from this program and demonstrate the skills learnt.
- You will also get exposure to the IT/ITES sector in India and get yourself an aspirational job at the end of the course. Our Dedicated Placement Manager will provide placement assistance.

PROGRAM INFORMATION

PROGRAM OUTLINE

IT Service Desk Overview

Computer Fundamentals

Business Phraseology

Etiquette

Technical Messaging

Listening Skills

Office Tools

ITIL Concepts

MS Office 365 and Suit

and many more to learn.....

PROGRAM WORKFLOW

1 - Student Nomination
Submission

2 - Screening – Online Pre-
Assessment

3 - Virtual Program Access and
Delivery

4 - Program Completion and
Certification

5 - Access of Corporate
Opportunities

STUDENTS ELIGIBILITY



Education: Regular Graduates in 2020/2021/final year student

All Branches are Allowed: Engineering & Non-Engineering

Backlogs / Arrears: No Active Backlogs and Arrears.

Should be available to join corporate on immediate basis post the program completion.

Excellent communication skills (English) in both written and verbal communication.

Flexible to work in rotational shifts 24x7.

ABOUT GLOBAL SERVICE DESK ROLE



FUNCTIONAL SUMMARY

- Global Service Desk agents are the first point of contact for Clients to resolve various business systems and applications related problems; onsite engineering personnel; and Authorized Service Providers on standard, specialized or complex systems. They are required to interact with customers across geographies (through multiple support mediums) and provide issue resolution / right responses, positively and in a professional manner.

ROLES & RESPONSIBILITIES

1. Required to interact with customers across geographies (through multiple support mediums: Calls/Chats/Emails/ Portals) and provide issue resolution / right responses, positively and professionally.
2. Work within a standard protocol to respond to customer issues. Moderate judgment may be used to supplement the outlined process.
3. Provide the most appropriate solutions through remote contact, probe problems and communicate in such a way that non-technical users can comprehend instructions and advice.
4. Collaborate with other resolver groups to identify solutions that foster first call resolution
5. Be proactive & anticipate issues or situations which impact service availability and critical response time, and recommend necessary mitigation steps escalating to management's attention, where appropriate.

ALL THE BEST!



FOR ANY QUERY, PLEASE WRITE US AT NOMINATION@NIITFOUNDATION.ORG