

UNIT Three

HDI Desktop Support Technician (HDI-DST) Standard

Listed below are the standard competencies covered in this unit.

Standard Number	Competency
4.1.1	Identify common tools and technologies used in the support center.
4.2.1	Describe the purpose of telephony systems for support.
4.2.2	Describe common telephony features.
4.2.3	Describe Automated Call Distributor (ACD) systems.
4.3.4	Describe the purpose of an ACD System.
4.2.5	Describe Interactive Voice Response (IVR) systems.
4.2.6	Describe the purpose of an IVR System.
4.2.8	Describe common telephony metrics and their purpose.
4.3.1	Describe Computer Telephony Integration (CTI).
4.3.2	Describe the purpose of a CTI system.

Student Notes