

HDI Desktop Support Technician Standard

Listed below are the standard competencies covered in this unit.

Standard Number	Competency
5.16.1	List best practices for customer management during the incident management process.
5.16.2	List the steps for preparing for an onsite customer visit.
5.16.3	List the steps for arriving at an onsite customer visit.
5.16.4	Explain the benefits of using the customer's name during a call or onsite visit.
5.16.13	List the steps for putting a customer on hold.
5.16.14	List the steps for transferring a call.
5.16.15	List the steps for closing an incident or service request.
5.23.1	Describe escalation.
5.23.2	Identify when to escalate.
5.23.3	List the steps for accepting escalations.
5.23.4	List the steps for escalation by a desktop support technician.
5.24.1	Explain the importance of keeping the customer informed of changes in status.
5.24.2	List the steps for providing live status updates to customers.
5.24.3	Explain the steps for leaving a voice message status update.