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Hdi Support Center Analyst Exam

Certification. Service and support center analysts provide frontline support and act as the primary point of contact for customers. It is important that these service and support professionals provide the highest quality customer care with every interaction.

HDI Support Center Analyst (HDI-SCA) | HDI

Certification. This certification verifies that the support center director possesses the knowledge of service management best and common practices necessary to strategically align their department with organizational goals, gain senior management support for service improvements, and promote the support center value.

HDI Support Center Director (HDI-SCD) | HDI

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Knowledge-centered support - Wikipedia

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