pax8 Academy

ELEVATING CLIENT SUPPORT: PROACTIVE CARE AND PROBLEM SOLVING

Syllabus

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Course Overview

The Support team of a Managed Service Provider has a complex job. It must provide good customer experience, solve problems in a vast and complex decision matrix, and proactively reduce problems from happening in the future. The goal of this course is to provide an MSP team a framework for troubleshooting issues, identifying problems, and basics of solving larger problems

This Instructor-Led Course is meticulously designed to equip participants with the essential skills and knowledge for efficient MSP support. Over the span of four 1-hour courses, attendees will delve into the proactive care required for MSP support, master the art of client engagement beyond mere troubleshooting, and learn to differentiate and register various types of issues and their common causes. The curriculum will also introduce five distinct problem-solving techniques and guide participants through the intricacies of problem resolution, including change requests, known errors, and scoped work.

Participants can expect a thorough understanding of MSP support, enhanced problem-solving skills, and a comprehensive grasp of key terminologies essential for their roles.

You should enroll if you are:

- In a technical support or helpdesk role

What You'll Get

- 4 hours of virtual, interactive, instructor-led content by an MSP-industry expert
- Downloadable videos* of the content you can rewatch at your convenience.
- Downloadable slide decks, handouts, and additional resources.

Learning Objectives

By attending this course, you will:
1. Understand the required proactive care of MSP support.
2. Go beyond the technical skills of troubleshooting to master MSP client engaged support.
3. Discern problems from incidents and register types and common causes.
4. Learn 5 different problem-solving techniques.
5. Follow ideas of problem resolution through change requests, known errors, and scoped work.

*Videos will either be recordings from your session, or they may be previously recorded material in which partner faces and voices have been removed. It is recommended to attend courses live to reap the full benefits of Q&A with the instructor and class.

Schedule of Topics

Session 1: Understanding MSP Support
- Proactive, Relational Support
- Juggling Multiple Company Care
- Your Team, and your role within team

Session 2: Troubleshooting Issues, Identifying Problems
- Ask the right questions, and instill confidence
- Assume nothing
- Issues vs. Problems defined

Session 3: Problem Solving
- Common Terminologies
- Problem Solving Tools
- Known Errors

Session 4: Fixes, Workarounds, and Long-term management
- Problem Solution Development
- Change Requests, Known Errors, and Scoped work
- Keep the client working

Instructor

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Additional Resources

Continue learning with these recommendations:

- The Compassionate Geek by Don R. Crawley
- Dare to Lead by Brene Brown
- Emotional Intelligence Habits by Dr. Travis Bradberry

Next Steps

Explore your next step with Pax8 Academy:

- On Demand
  - Check out all the courses for the Help Desk Role
- Instructor Led Course
  - Customer Service Skills
- Peer Groups
  - Join a Peer Group. Apply here!
- Coaching
  - Sign up for Operations Coaching here!