



KT

Kepner
Tregoe

KT Frontline Simulation Workshop

*Enabling world class
troubleshooting and
customer service from
step one*

www.kepner-tregoe.com/frontlineIT

Frontline Simulation Workshop



Kepner-Tregoe’s interactive Frontline simulation workshop is all about learning by doing. You will be exposed to the basic KT troubleshooting theory and repeatedly practice applying the skills learned in our close-to-reality simulation scenarios.

Key Benefits



- **Reduce resolution time**
Start troubleshooting at the first point of customer contact and improve your first-time fix rate by gathering quality data right from the start and knowing how to zero in on the most likely possible cause.
- **Increase customer satisfaction**
Provide customers with a superior experience without wasted effort and through more effective incident assessment and investigation.
- **Real results, after just one day**
Learn and repeatedly practice essential troubleshooting concepts in an interactive simulation, equipping you with the skills and confidence you need to immediately improve your day-to-day problem solving.
- **Escalate more effectively and improve the end-to-end service process**
Learn a structured approach to data collection and documentation that will enable a more effective end-to-end troubleshooting process. Eliminate redundant questions and confusion when issues are escalated –which will help to reduce overall resolution time and increase quality and team morale.

Skills Developed



- Define, clarify, and prioritize customer issues
- Ask core questions to uncover critical data required for troubleshooting effectiveness
- Ability to accurately describe issues and structure documentation to guide next steps
- Learn the secret to great troubleshooting—comparing “what is working” to “what is not working”
- Identify the most likely cause by assessing possible causes against facts

KTex Experiential Learning

This one day interactive simulation workshop is like no other. You will learn basic troubleshooting concepts in short and “to the point” sprints, then rapidly apply what was learned in a safe-to-fail, cloud-based simulation that uses realistic scenarios.

Groups receive real-time feedback for each scenario through a team scoreboard—which includes a score for risk, cost, and time efficiency. As the day progresses, groups are challenged with more complex scenarios including a swap format where learners can exchange roles to experience multiple points of view, and appreciate the need for clear information and communication in situations like shift changes.

With elements of gamification built into the session, this learning experience also creates a fun and teamwork focused day!

Audience: Frontline Service and Support Engineers, Service and Help Desk staff

Prerequisite: None

Duration: 1 day

Certification Credits: 0.7 CEUs

Training Options: Virtual or face-to-face instructor-led training