



# Help Desk Management

## Case Study - Rapidly Growing Banking and Financial Corporate

### CHALLENGE



Absence of centralized, easy-to-use Helpdesk ticketing tool for internal employees



Difficulty in handling support requests from employees, branches from different cities via multiple Communication channels



Problem in tracking ticket status, escalations if any, Vendor TAT and customer satisfaction

### SOLUTION OFFERED



Manage Request and complaints raised by individuals till closure



Categorize Request and Complaints based on their type, urgency, and other parameters



Auto-task allocation/delegation within the Service providing team



Track vendor committed SLA and escalate if not compliant



Track TAT for every request raised



### OUTCOME



Streamlined internal support services offering



Reduced time-to-resolution of support tickets



Enhanced employee satisfaction levels & saved their time



Evaluation of 3rd party vendor performance made easier by measuring response TAT



Direct Mail Statistics for Pending, Closed Tasks

**“Monitored day-to-day request handling effectively”**

# Help Desk Management In A Week

**Jacqueline Chapman**



## **Help Desk Management In A Week:**

Help Desk Management: How to run a computer user support Service Desk effectively Wayne Schlicht, 2019-09-29 Do you want your Help Desk to maximize customer satisfaction quality and first contact resolution Or just make sure your IT management processes are repeatable Does it seem your computer user support can be ad hoc at times Are you always running around putting out fires In this book you will learn powerful industry standard best practices that can be used to mature your IT Service Management processes practices and procedures today What makes this book different Instead of just providing you a lot of technical information I empower you with a step by step approach to mature your Help Desk Each chapter includes straight forward processes that are easy to understand Once you completely understand the process chapters are concluded with a quick start implementation worksheet to put your new process into action This format will allow you to rapidly transform your people processes and technology into a customer focused center of excellence today You can never underestimate the power of industry standard best practices The recommendations shared in Help Desk Management are based on real life experiences building successful customer focused teams Through trial and error I am sharing what worked for my teams at small medium and Fortune 500 sized companies Look no further I will help you succeed This information is designed to improve your management skills your team engagement and set you on a successful path to building a truly great team What actionable and realistic end user support processes will you learn How to justify funding for improvement projects Creating an inspiring mission statement Designing an employee performance management plan that works Building an effective employee training and development program Implementing a call and ticket quality assurance audit program that empowers the manager Driving up the First Contact Resolution FCR percentage Reducing cost per ticket costs by moving work from system engineers to the Help Desk Marketing the Help Desk for company wide recognition Implementing ITIL incident problem change knowledge and event management Do not hesitate to pick up your copy today

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**Management in a Week** Jacqueline Chapman, 2003 This book is aimed at the manager who has the task of providing support to customers Whether you manage an internal help desk supporting information technology within your organisation or a helpline for product support the key principles are the same Topics covered include Deciding what your help desk does Recruiting and managing help desk staff Performance measurement Tools for improved help desk performance Communications for improved customer satisfaction

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**Management in 4 Weeks** Martin Manser, Nigel Cumberland, Norma Barry, Di Kamp, 2015-01-29 Management In 4 Weeks is a comprehensive guide to managing people giving you everything you need to know in one place Made up of four bestselling books in one this book delivers a complete course in modern management From managing and motivating people and teams to performance management and appraisals you ll discover all the tools techniques and strategies you need to get your management right This book introduces you to the main themes and ideas of people management giving you a knowledge and understanding of the key concepts together with practical and thought provoking exercises Whether you choose to work through it like a 4 week course or dip in and out Management In 4 Weeks is your fastest route to success Week 1 Introducing Management In A Week Week 2 Successful People Management In A Week Week 3 Managing Teams In A Week Week 4 Successful Appraisals In A Week ABOUT THE SERIES In A Week books are for managers leaders and business executives who want to succeed at work From negotiating and content marketing to finance and social media the In A Week series covers the business topics that really matter and that will help you make a difference today Written in straightforward English each book is structured as a seven day course so that with just a little work each day you will quickly master the subject In a fast changing world this

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