



# 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

**Chao Zhang**



## **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

**Help Desk Practitioner's Handbook** Barbara Czegel, 2015-05-21 Your complete guide to surviving and thriving as a Help Desk practitioner Help Desk Practitioner's Handbook The only book to address the unique concerns of the huge and growing number of Help Desk analysts this is your complete guide to becoming a more effective communicator and problem solver and deriving greater satisfaction from your job Barbara Czegel North America's most well known expert on Help Desk support services and training uses dozens of fascinating scenarios and real world examples to illustrate the right and wrong ways to handle virtually every situation you can encounter She arms you with an arsenal of proven tools of the trade including Eleven effective listening habits that improve your ability to solve problems Techniques for increasing the speed and accuracy of problem resolution Early warning systems and layered strategies for problem control Tools for reducing calls and eliminating problems before they occur A simple step by step process for doing cost justifications Methods for turning Help Desk interactions into marketing opportunities Visit our Web site at [www.wiley.com/compbooks](http://www.wiley.com/compbooks) *Help Desk*

*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 Computerworld ,1997-03-03 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network **Advanced Project Portfolio Management and the PMO** Gerald I. Kendall, Steven C. Rollins, 2003-04-15 Advanced Project Portfolio Management is a comprehensive book which presents a roadmap for the achievement of high value enterprise strategies and superior project management results It provides methods for best project selection faster completion optimal project portfolio management and how to explicitly measure the PMO for rapidly increasing project ROI **Strategic IT Management** KELKAR, S. A., 2010-01-30 This book allows students to learn the essentials of theory and practice of Strategic Information Technology IT Management through serialization of key points The book is structured into three units and ten appendices Unit I on Strategic Role of IT explains the need for IT management and discusses its role in business and decision making Besides different types of IT and business models are explained Unit II on Planning for IT Support discusses the various IT management processes IT service management management of information resources strategic planning for IT and IT investments Unit III on Ensuring IT Support focuses on implementation of security aspects organization structure of IT and management of information systems In addition the appendices complement the three units with a view to equipping the readers with the basics of information technology information systems strategy and planning engineering economy risk management and configuration management Publisher s description *IT SERVICE MANAGEMENT* KELKAR, S. A., 2011-11-26 Today besides focusing on technology and internal organization of the company it has become important for IT service providers to focus on their service quality and relationship with customers This book has been designed to equip them with the knowledge skills and attitudes to deliver quality services and maintain strong business relations with their customers Presented in concise form the book not only discusses the essentials of theory and best practices followed in the industry but also emphasizes the service improvement process The book is aimed at students of Computer Science and Engineering Information Technology MCA M Sc IT and MBA Besides it is equally useful for IT professionals and Trainers The Project Management Answer Book Jeff Furman PMP, 2014-12-01 If it s essential to project management it s in here The first edition of The Project Management Answer Book addressed all the key principles of project management that every project manager needs to know With a new chapter on scrum agile updates throughout and many new PMP test tips this new edition builds on that solid foundation The structure of

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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 series enables readers not just to get up to speed but to get ahead     **How to Manage the IT Help Desk** Noel Bruton,2012-07-26 Are you overworked unappreciated and under

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Schaffer,2005-11-01 Crafting the perfect resume is the first step for job seekers And these days employers have tons of different filters to weed out candidates and narrow their hiring pool The Complete Book of Resumes is packed full of information on crafting a resumes and the kind of structure and language that will get an employer s immediate attention as well as tons of samples for readers to use as a guideline for success The Complete Book of Resumes includes information on How to begin if you re starting from scratch The profile or the most important part of your resume Work experience or What have I been doing all these years Punching it up how to make a good resume great The career transition resume chapter for brave souls You re just starting out Big leaps positioning yourself for jobs above your current level Including more than 300 resumes The Complete Book of Resumes is perfect for recent graduates or seasoned candidates with years of experience

**Unix System Management** Jeff Horwitz,2002 Annotation Thsi book jump starts the educational process providing the essential concepts and fundamental strategies that are used by UNIX system administrators every day Offers a thorough and detailed approach to the concepts and methodologies that govern UNIX system management Covers a wide range of systems topics not covered in any other books on UNIX system administration Written by an practicing UNIX system administrator with eight years of experience managing enterprise level UNIX systems UNIX System Management Primer Plusdescribes in detail the concepts and methodologies that govern UNIX system administration Its focus is both analytical and task oriented It covers the entire lifecycle of a system from design to decommission and explores the readers role as an administrator Topics not usually covered in more specific books are discussed such as collocation facilities user communication and disaster recovery The focus of this book is how to be a system administrator not how to administer your system Jeffrey S Horwitzhas worked with UNIX systems for over eight years both as a user and an administrator He has administered a wide range of systems from single user workstations to highly tuned enterprise database servers At the University of Michigan he managed several campus UNIX services for over 65 000 users In the ISP world at LaserLink Net and Covad Communications he managed over 150 servers providing e mail dial up and billing services to over 800 000 users across the country Currently he is the manager of production systems at TargetRx Inc where he maintains their entire UNIX infrastructure having designed and built it from scratch Jeff holds a B S in Cellular Molecular Biology from the University of Michigan is an active member of Usenix and SAGE and is a Sun Certified System Administrator *Network World* ,1993-12-06 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce *The Ten Commandments of Quality Management* Ajit Silva,2005-07-19 Based on twenty years of management research observations practices and experiences The Ten Commandments of Quality Management will create the next generation of great leaders Author Ajit Silva compares and contrasts the behavior patterns

of traditional managers to quality managers and examines the ensuing outcomes of pursuing each management style He also recommends using the quality management technique to organizations that want to raise employee morale reduce attrition increase productivity increase customer satisfaction increase profits and expand market share by taking business away from the competition The Employees Customers Owners ECO concept summarizes the behavior of quality managers If ECO is not practiced the results can be detrimental to an organization The Ten Commandments discussed include the following Employee Champion Customer Champion Continuous Improvement A Learning Organization Leadership Paradigm Shift Corporate Goals Not Individual Agendas The Ten Commandments of Quality Management will benefit corporate employees college students graduate degree candidates and the average consumer anyone seeking to have a successful management career

**InfoWorld** ,1996-05-27 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects



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