

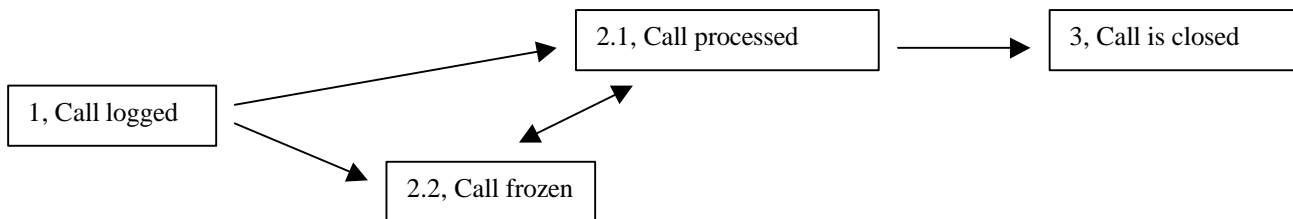
# Introduction to support & helpdesk

**Definition:** A Help Desk is a generic name typically associated with the end user support centre. Increasingly, the Help desk is being seen as an integral part of the service function, responsible for bringing multiple resources to bear to solve issues to the client's satisfaction.

- ✓ Computer Support Centre
- ✓ Customer Support Centre
- ✓ Help Desk
- ✓ Information Centre
- ✓ IT Response Centre
- ✓ IT Solutions Centre
- ✓ Resource Centre
- ✓ Technical Support Centre

## Life cycle of call:

- ✓ Log the call: request is noted and allocated to someone (close at a point or escalated)
- ✓ Solution is found the call is processed
- ✓ The call is frozen /on wait
- ✓ Call is closed (signed off)



## Escalation:

1. Call centre (centralise and log only; unique number e.g. 777)
2. First line support (helpdesk staff) understanding of the problem, major part of the calls...
3. Second line support (specialists, developers...) specific problems, on-site intervention...

In a small helpdesk the call centre and first line can be the same

## Points to consider when dealing with helpdesks and call:

User types:

- ✓ Administrative / Professional / Management
- ✓ On-site / Remote
- ✓ Novice / Experienced

IT Environment:

- ✓ Hardware configuration
- ✓ Software configuration
- ✓ Network configuration

Types of requests:

- ✓ Assistance (margin in word)
- ✓ Instruction (upgrade a software)
- ✓ Faults (Hardware, Software, Network) and recovery
- ✓ Additional features (Software enhancements, Hardware enhancements, Access rights)

Techniques for classifying:

- ✓ Questioning
- ✓ Fault reproduction
- ✓ Isolation of components (Hardware, Software, Network)
- ✓ Elimination of components

Responses:

- ✓ Advice
- ✓ Solutions (permanent, temporary, work around, cost time scale, advantages disadvantages)
- ✓ Training options (Individual / Group)
- ✓ Progress report
- ✓ Target setting (solution, escalation)

**Logging system:**

Expertise the domain to obtain data (structures) and features (functions), study data flows, processes, input and outputs.

Example of logging information:

- ✓ Date, time (voice mail problem), user name, user ID, location, description of the request, symptoms of the problem
- ✓ Call taker, allocated to, to be closed by
- ✓ Frozen, time and reasons
- ✓ Actions and closed
- ✓ Charging information

...

**User support procedures**

Lots of activities around the helpdesk can use results and feedback. Better prevent than cure.

- ✓ User-friendly and ergonomic interface (Development)
- ✓ Help, assistants and wizards (Development)
- ✓ Company policy and profiles (Administration and management)
- ✓ Training
- ✓ FAQ
- ✓ Guides, documentation
- ✓ Intranet
- ✓ Broadcast (e-mail, paper...) on events or known problems
- ✓ Mailing lists

...

Helpdesk procedures:

- ✓ Telephone technique
- ✓ Call Logging
- ✓ Fault investigation
- ✓ Escalation procedures
- ✓ Progress reporting
- ✓ Follow-up calls
- ✓ Additional support

**Service level and performance evaluation**

- ✓ Availability and opening hours
- ✓ Voice Mail or Human contact
- ✓ Response time
- ✓ Number of rings
- ✓ Time before fixed by job types
- ✓ Request fixed at point of call (% of calls / job type)

...